Revision History

All changes subsequent to the initial release of this manual are listed below. Please update the original manual with the pages entered under the Revised Pages column.

Date	Revised Pages	Patch Number	Description
11/26/01	i., (ii), v-xii (1)-(4), 37-38f (55)-(58), 69, 69a-b, 70, 75-78, 91-94, (119)-120, (123)-124b, 125-126, (129)-132 (145)-148, 157-(162), (167)-168b 185-(186) 190a-190b	PSO*7*71	Updated Revision History and Table of Contents. Combined Copay menu *Remove Copay Charge* and *Reset Copay Status* options into a *Reset Copay Status/Cancel Charges* option. Completely revised Section 6. "Handling Copay Charges." Updated sections in "Outpatient Pharmacy Manager Menu", "Pharmacist Menu", and "Pharmacy Technician's Menu" on copay checks, release functions and activity logs. Included expanded explanation of the CONJUNCTION field and that a default QTY is not calculated when EXCEPT is used in a complex order. Included unchanged pages needed for two-sided copying (shown in parentheses). NOTE: Inserted additional text shifted some unchanged text from original page locations.
11/19/01	5-(6) 61-64	PSO*7*80	Updated Output Reports Menu Inserted new "*Free Text Dosage Report* [PSO DOSAGE REPORT]" option and adjusted subsequent report sections.
09/24/01	All pages	N/A	Complete revision. Added Revision History Page. Re-formatted the entire manual to meet national and local documentation standards. Updated *Rx Processing* and *Patient Prescription Processing* options to reflect changes from the Pharmacy Ordering Enhancements (POE) project, for Outpatient Pharmacy, patch PSO*7*46. Updated Appendix A, "Creating the Sig," and added Appendix B, "Calculating Qty."
12/97			Original release of V. 7.0 User Manual.

(Page added for two-sided copying)

Table of Contents

Introduction

The Outpatient Pharmacy (OP) software provides a way to manage the medication regimen of veterans seen in the outpatient clinics and to monitor and manage the workload and costs in the Outpatient Pharmacy. The Pharmacy Ordering Enhancements (POE) project (patch PSO*7*46 for Outpatient Pharmacy) improves the flow of orders between Inpatient and Outpatient Pharmacy as well as between Computerized Patient Record System (CPRS) and backdoor pharmacy.

The primary benefits to the veteran are the assurance that he or she is receiving the proper medication and the convenience of obtaining refills easily. The clinicians and pharmacists responsible for patient care benefit from a complete, accurate, and current medication profile available at any time to permit professional evaluation of treatment plans. Utilization, cost, and workload reports provide management cost controlling tools while maintaining the highest level of patient care.

Special Notations and Conventions

Certain symbols and formats are used in this manual to make it easier to read.

Required security key. This picture is shown for options that are locked and cannot be used unless the user holds the correct security key.

Take note. Helpful hints and information will be noted with this picture.

- Important notices may be enclosed in a box.

- Menu options will be shown in italics, for example: *Patient Prescription Processing*.

- Screen captures, or examples of what the user should see on the computer screen, will be shaded.

- Responses typed in by the user will be shown as bolded and underlined.

```
Select Orders by number:  (1-6): 5
```

- <**Enter**> will be shown on examples when the user can press the Enter or Return key instead of typing in a response. Pressing the Enter key will accept any default value shown to the left of the double slash (//).

```
All Patients or Single Patient:  (A/S/E): SINGLE// <Enter> SINGLE
```

Question marks. On-line help can be displayed by typing in one, two, or three question marks. One question mark will show a brief explanation. Two question marks will display more information and hidden actions. Three question marks will provide the most detail, which may include a list of possible responses.

Related Manuals

Outpatient Pharmacy V. 7.0 Release Notes
Outpatient Pharmacy V. 7.0 Technical Manual/Security Guide (revised September 2001)
Computerized Patient Record System Installation Guide
Computerized Patient Record System Set-up Guide
Pharmacy Ordering Enhancements (POE) Implementation Guide
Pharmacy Ordering Enhancements (POE) Installation Guide
Pharmacy Ordering Enhancements (POE) Phase Two Release Notes
Outpatient Medication Copay Release Notes

Outpatient Pharmacy V. 7.0 Menus

Outpatient Pharmacy Manager Menu

Archiving ...
    Find
    Save to Tape
    Tape Retrieval
    Archive to File
    File Retrieval
    Purge
     **> Out of order: Unavailable - Under Construction
    List One Patient's Archived Rx's
    Print Archived Prescriptions

Autocancel Rx's on Admission

Bingo Board ...
    BM   Bingo Board Manager ...
              Enter/Edit Display
              Auto-Start Enter/Edit
              Print Bingo Board Statistics
              Print Bingo Board Wait Time
              Purge Bingo Board Data
              Start Bingo Board Display
              Stop Bingo Board Display
    BU   Bingo Board User ...
              Enter New Patient
              Display Patient's Name on Monitor
              Remove Patient's Name from Monitor
              Status of Patient's Order

Change Label Printer

Clozapine Pharmacy Manager ...
    Display Lab Tests and Results
    Edit Data for a Patient in the Clozapine Program
    List of Override Prescriptions
    Register Clozapine Patient

Copay Menu ...
    CHAMPUS Billing Exemption
    Exempt Rx Patient Status from Copayment
    Reset Copay Status/Cancel Charges

DUE Supervisor ...
    1   Enter a New Answer Sheet
    2   Edit an Existing Answer Sheet
    3   Create/Edit a Questionnaire
    4   Batch Print Questionnaires
    5   DUE Report

6. Handling Copay Charges

The copay status of a prescription is determined at the time of entry and re-evaluated every time a fill for that prescription is released. A prescription will be designated as exempt from copay under the following conditions:

- ✓ The drug is marked as a supply item or for investigational use.
- ✓ The Rx Patient Status assigned to the prescription is exempt from copayment.
- ✓ The veteran is copay exempt based on income.
- ✓ The medication prescribed is used in the treatment of:
  - A Service Connected (SC) condition
  - Vietnam-era herbicide/Agent Orange (AO) exposure
  - Ionizing Radiation (IR) exposure
  - Environmental Contaminants (EC) exposure during Persian Gulf War service
  - Military Sexual Trauma (MST)
  - Cancer of the Head and/or Neck (HNC)

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription, including no action, automatic copay status reset, or a MailMan message generated detailing missing information required for user follow up.

Once a veteran meets the designated annual copayment cap, subsequent fills for any prescriptions dispensed will not be charged copay. Any fills for copay-eligible prescriptions entered after the cap is reached are not billed and are identified as potential charges. If editing the Days Supply of an Rx or returning an Rx fill to stock results in the total copayment of the veteran to fall below the annual cap, Integrated Billing (IB) software shall initiate a copay charge for any fill that was identified as a potential charge until the annual cap is once again reached.

A user will be prompted to respond to any medication copay exemption questions that apply to the patient when entering a new prescription. Responses entered for the medication copay exemption questions are stored with the prescription and display as default values when an order is renewed, copied, or edited in such a way that a new order is created.

Example of entering an Rx for a patient with no applicable medication copay exemptions
If none of the copay exemptions listed apply, the order is released as a copay prescription with no questions asked. (See "Patient Prescription Processing-New Order Entry" for a complete order entry example.)

```
Do you want to enter a Progress Note? No//   NO


Rx # 559157            10/23/01
RICHMOND,ARTHUR                  #30
TAKE ONE TABLET BY MOUTH EVERY DAY

NIACIN (NIASPAN-KOS) 500MG SA TAB
LANSING,EMILY            DES MOINES,DIANE
# of Refills: 11
Is this correct? YES//
```

Example of an order with medication copay exemptions but no responses entered
If any medication copay exemptions apply to a patient when entering a new prescription, the applicable questions are displayed for the user to respond "Yes" or "No." The responses will be used to determine the copay status of the prescription. The prescription fill will not generate a copay charge when released if at least one of the responses is "Yes." Responses are required.

```
Rx # 3754648            10/24/01
RICHMOND,ARTHUR                     #30
APPLY SMALL AMOUNT TO AFFECTED AREA TWICE A DAY

HYDROCORTISONE 1% CREAM
LANSING, EMILY            DES MOINES,DIANE
# of Refills: 11


      SC Percent: 30%
    Disabilities: NONE STATED

Is this Rx for a SERVICE CONNECTED condition? n  NO


Is this Rx for treatment of Vietnam-Era Herbicide
(Agent Orange) exposure? n  NO

Is this Rx for treatment of environmental contaminant exposure during the
Persian Gulf War? n  NO


Is this Rx for treatment of Military Sexual Trauma? n  NO

Is this correct? YES//
```

Even if more than one exemption is associated with an order, once the first one is answered "Yes" the order becomes No Copay and no further copay questions are asked.

```
      SC Percent: 30%
    Disabilities: NONE STATED

Is this Rx for a SERVICE CONNECTED condition? N// <Enter> O

Is this Rx for treatment of Vietnam-Era Herbicide
(Agent Orange) exposure? N// y  YES

Is this correct? YES//
```

A dollar sign is displayed next to the copay prescription number if the copay status is billable.

```
          Medication Profile              Oct 24, 2001@15:14:58      Page:    1 of    1
          RICHMOND,ARTHUR
            PID: 143-12-0216P                          Ht(cm): _____  (_____)
            DOB: DEC 2,1916 (84)                       Wt(kg): _____  (_____)

          --------------------------------ACTIVE---------------------------------
No Copay> 1 559163    FOSINOPRIL NA 20MG TAB                30 A> 10-24 10-24  11   30
   Copay> 2 559157$   NIACIN (NIASPAN-KOS) 500MG SA TAB   30 A> 10-23 10-23  11   30



                  Enter ?? for more actions
          PU  Patient Record Update            NO  New Order
          PI  Patient Information              SO  Select Order
          Select Action: Quit//
```

6.1. Copay Menu
[PSOCP MENU]

Users with access to this menu option can exempt an Rx Patient Status from copayment or CHAMPUS billing, reset a prescription's copay status, cancel some or all charges for a prescription, and enter/edit responses to medication exemption questions prompted at order entry.

> *CHAMPUS Billing Exemption*
> *Exempt Rx Patient Status from Copayment*
> *Reset Copay Status/Cancel Charges*

6.1.1. CHAMPUS Billing Exemption
[PSOCP CHAMPUS EXEMPTION]

Use this option to select a patient category (Rx Patient Status) to exempt from any CHAMPUS billing.

```
Select Copay Menu Option:   CHAMPUS Billing Exemption


Select RX PATIENT STATUS NAME:     ZZPOW   <Type a "?" at this prompt to list all available choices


EXEMPT FROM CHAMPUS BILLING: ?
     Answer YES if this Rx Patient status is to be exempt from Champus billing.
     Choose from:
       0         NO
       1         YES
EXEMPT FROM CHAMPUS BILLING:
```

6.1.2. Exempt Rx Patient Status from Copayment
[PSOCP EXEMPTION]

This option allows users to exempt an Rx Patient Status from copayment. A prescription assigned an Rx Patient Status that has been set as exempt from copay will not be charged copay. A warning is displayed describing the consequences of taking this action and then the user is asked to confirm the change. Holders of the PSORPH or PSO COPAY security key are sent a MailMan message any time the copay exempt status of an Rx Patient Status is changed.

```
Select RX PATIENT STATUS NAME: Inpatient   <Type "?" at this prompt to list all available choices

EXEMPT FROM COPAYMENT: NO// y  YES
                         **** WARNING ****
By setting the Exempt from Copayment for the Rx Patient Status of
INPATIENT to 'YES', every prescription entered
with this Rx Patient Status will NOT be charged a Copayment.

A mail message will be sent to PSORPH and PSO COPAY Key holders informing
them of your change.

Are you sure you want to do this? Y// <Enter> ES

Setting INPATIENT Rx Patient Status to Exempt from Copayment.
```

The warning displayed when removing the copay exemption from an RX PATIENT STATUS differs slightly.

```
By setting the EXEMPT FROM COPAYMENT for the Rx Patient Status of
OPT NSC to 'NO', prescriptions entered with this Rx
Patient Status from this point on will NOT be exempt from Copayment.
```

A MailMan message is sent to PSO COPAY and PSORPH keyholders whenever the copay exemption status of an Rx Patient Status is changed.

```
Subj: Exempt from Copayment  [#4072] 18 Oct 01 16:29  3 lines
From: OUTPATIENT PHARMACY  In 'IN' basket.   Page 1  *New*
-----------------------------------------------------------------------------
The INPATIENT Rx Patient Status has been marked as
Exempt from Copayment by AUGUSTA,DON.
Every prescription with this Rx Patient Status will not be charged a Copayment.

Enter message action (in IN basket): Ignore//
```

The text differs slightly when the copay exemption is removed.

```
The Exempt from Copayment status has been removed from the
OPT NSC Rx Patient Status by AUGUSTA,DON.
Prescriptions entered with this Rx Patient Status will not be exempt from
Copayment.
```

6.1.3. Reset Copay Status/Cancel Charges
[PSOCP RESET COPAY STATUS]

This option combines and enhances the functionality of the previous *Remove Copay Charge* and *Reset Copay Status* options. Three basic functions can be performed with this option:
- The prescription's copay status can be reset.
- Responses to the medication exemption questions can be entered or changed.
- All or selected copay charges can be cancelled.

The actions allowed depend on the copay status of the patient and that of the selected prescription. The user needs to know the prescription number to be changed when accessing this option.

Reset Copay Status

Two methods can be used to change the copay status of a prescription directly. The first method is illustrated below. By entering "Yes" at the "Do you want to reset the status to NO COPAYMENT?" prompt and entering a reason for the reset, the prescription's copay status is changed from COPAY to NO COPAYMENT.

```
Select PRESCRIPTION RX #: 559157          NIACIN (NIASPAN-KOS) 500MG SA TAB

Rx # 559157 is a Copay prescription   <<The Rx's current status is shown.
Do you want to reset the status to NO COPAYMENT? N// YES   <<This prompt appears only if there
                                                             are no exemption flags set to 'Yes.'
Select Reason for Reset : 15   CHANGE IN ELIGIBILITY

Copay status of this Rx has been reset to NO COPAY.
```

Typing a "?"at the "Select Reason for Reset" prompt displays the following choices:

```
     Choose from:
1          RX REFUSED
2          RX NEVER RECEIVED
3          RX RETURNED/DAMAGED (MAIL)
4          ENTERED IN ERROR
5          RX CANCELLED
6          INPATIENT/PASS
7          INVESTIGATIONAL DRUG
8          RX DELETED
9          EMPLOYEE
10         CNH - 3 DAY
11         PATIENT DECEASED
12         SUPPLY ITEM
13         BEDSIDE MEDICATIONS
14         ELIGIBILITY INCORRECT
15         CHANGE IN ELIGIBILITY
16         RX EDITED
21         RX COPAY INCOME EXEMPTION
33         AGENT ORANGE RELATED
34         IONIZING RAD RELATED
35         ENV CONTAMINANT RELATED
37         MILITARY SEXUAL TRAUMA
38         COPAY CAP REACHED
39         CANCER OF HEAD/NECK
40         PHARMACY AUTO CANCELLED
```

The change is recorded in the Copay Activity Log for this prescription.

```
Copay Activity Log:
#   Date         Reason                  Rx Ref          Initiator Of Activity
========================================================================
1   10/24/01     COPAY RESET             ORIGINAL        DES MOINES,DIANE
Comment: CHANGE IN ELIGIBILITY   Old value=Copay   New value=No Copay
```

Resetting the copay status does not involve canceling any incurred copay charges. The new copay status applies to future fills only. Any past charges billed will not be cancelled automatically. The canceling of copay charges is independent of the reset function.

Enter/Edit Medication Exemption Question Responses

The second way a user can directly reset the copay status of a prescription is to use the *Reset Copay Status/Cancel Charges* option to enter or edit any existing responses to the medication exemption questions displayed during order entry. Only those medication exemptions that apply to the patient for which the prescription is written can be modified. Any existing response to an exemption question displays to the user after entering the prescription number and the user is asked about entering or editing any copay exemption flags.

In the example below, the <50% SC, Agent Orange (AO) exposure, and Military Sexual Trauma (MST) medication exemptions apply to the veteran for which Rx# 3754533 has been entered. Both SC and AO exemption defaults of "No" are displayed because values exist. The MST exemption is not displayed because a response has never been entered.

The user is asked to respond to the "Do you want to enter/edit any copay exemption flags?" prompt. If the user responds "Yes" each medication exemption that applies to the veteran will be

presented for editing. All three medication copay exemptions are presented for editing, including the MST exemption for which a response did not exist. In the screen capture below, "Yes" is entered for the MST exemption question and a message is displayed that the copay status of the Rx is reset to No Copay by this action.

```
Select Copay Menu Option: RESET Copay Status/Cancel Charges

Select PRESCRIPTION RX #:      3754533      HYDROCORTISONE 1.0% CREAM

Rx # 3754533 is a Copay prescription <Current copay status of Rx is displayed.

The following exemption flags have been set:
SC:   No       <If any exemption flags have values they will be displayed after the copay status
AO:   No

Do you want to enter/edit any copay exemption flags? ? Y// <Enter> ES
Is this Rx for a Service Connected Condition? N// <Enter> O
Is this Rx for treatment of Agent Orange exposure? N// <Enter> O
Is this Rx for treatment of Military Sexual Trauma?// YES
Editing of exemption flag(s) has resulted in a copay status change.
The status for this Rx will be reset to NO COPAY.

Do you want to cancel any charges(Y/N)? N <This prompt appears only if this Rx has incurred any charges.
```

The Copay Activity Log for this order shows the record of the change.

```
 Copay Activity Log:
#   Date         Reason                  Rx Ref          Initiator Of Activity
=============================================================================
1   10/24/01     COPAY RESET             Refill 2        DES MOINES,DIANE
    Comment: MILITARY SEXUAL TRAUMA RELATED  Old value=Copay   New value=No Copay
```

NOTE

The copay status of an Rx will not be reset from a No Copay to Copay status based strictly on a response to a medication exemption question.

Cancel Charges

A user can select to remove all or specific charges for a prescription fill. If the user chooses to cancel a specific charge, a list of fills/refills is displayed showing fill reference and release date. Any charge that has already been cancelled or any fill that has not been billed due to the veteran meeting the annual copay cap will be identified.

```
Do you want to cancel any charges(Y/N)? y <This prompt appears only if this Rx has incurred any charges.

(A)ll or (S)elect Charges? (A/S): s
1. Original fill    (05/01/01)
2. Refill #1        (6/10/01)
3. Refill #2        (7/12/01)        (Charge Cancelled)
4. Refill #3        (8/15/01)
5. Refill #4        (9/23/01)      (Potential Charge *)

* Potential charge indicates fill was not billed due to the annual cap.
If cancelled, this fill will not be considered for future copay billing.

Select 1:-4:4

Do you wish to continue (Y/N)? y
Select Reason for Reset or Charge Cancellation :
```

Typing a "?" at the "Select Reason for Reset or Charge Cancellation" prompt lists the same reasons displayed previously in the "Reset Copay Status" section. Once the reason for the change is entered, a summary of all the actions taken on the prescription is displayed.

```
Editing of exemption flag(s) has resulted in a copay status change.
The status for this Rx will be reset to NO COPAY.

Select Reason for Reset or Charge Cancellation : 1  RX REFUSED
Copay status reset due to exemption flag(s)
The following exemption flags have been changed:
EC: Yes
MST: Yes
Rx # 3754533 - Refill 3 copay charge cancelled

Select PRESCRIPTION RX #:
```

The Copay Activity Log shows the canceled charge as REMOVE COPAY CHARGE.

```
Copay Activity Log:
#   Date          Reason            Rx Ref         Initiator Of Activity
================================================================================
1   11/02/01    REMOVE COPAY CHARGE  Refill 3       DES MOINES,DIANE
Comment: RX REFUSED
```

Potential Charges and Partial Charges
In this example, the prescription is for a 90 day supply. When Refill #2 was released, the veteran met his annual copay cap and the fill was not billed. An entry is made in the Copay Activity Log to document when a prescription fill is not billed due to the annual copay cap. A fill is identified as a potential charge when NO BILLING was performed.

```
Rx Activity Log               Oct 23, 2001@13:53:02        Page:    1 of    1
BRSAHU,DAX U
  PID: 271-11-1850P                             Ht(cm): 169.55 (03/06/2001)
  DOB: NOV 18,1950 (50)                         Wt(kg): 125.45 (03/06/2001)

Rx #: 459166   Original Fill Released: 03/12/01
Routing: Mail       Finished by: BUI,KIM A

Copay Activity Log:
#   Date          Reason            Rx Ref         Initiator Of Activity
================================================================================
1   10/23/01    ANNUAL CAP REACHED   REFILL 2       LANSING,EMILY
Comment:  NO BILLING FOR THIS FILL
```

The list of fills associated with this order, as seen in the *Reset Copay Status/Cancel Charges* option, would show Refill #2 as a Potential Charge.

```
    1. Original fill     (03/06/01)
    2. Refill #1         (05/24/01)
    3. Refill #2         (10/23/01)            (Potential Charge *)
```

If the same Refill #2 is released and the veteran reaches the annual copay cap after the first 30 days of the 90 day supply is billed, the Copay Activity Log will indicate that the veteran was partially billed due to the annual cap.

```
Copay Activity Log:
#   Date          Reason            Rx Ref         Initiator Of Activity
================================================================================
1   10/26/01    ANNUAL CAP REACHED   REFILL 2       LANSING,EMILY
    Comment:  PARTIAL BILLING FOR THIS FILL
```

Refill #2 will not be identified as having a potential charge because partial billing was done.

```
     1. Original fill     (03/06/01)
     2. Refill #1         (05/24/01)
     3. Refill #2         (10/23/01)
```

If Refill #2 is cancelled, the partial charge (for 30 day supply) is cancelled and the remaining 60 day supply that was not charged is removed from consideration for future copay billing. Only one entry is entered in the Copay Activity Log.

```
     Copay Activity Log:
 #   Date         Reason                 Rx Ref         Initiator Of Activity
 ==========================================================================
 1   10/26/01    ANNUAL CAP REACHED    REFILL 2       LANSING,EMILY
     Comment:  PARTIAL BILLING FOR THIS FILL
 2   10/29/01    REMOVE COPAY CHARGE  REFILL 2       LANSING,EMILY
     Comment: RX REFUSED
```

Once a potential charge has been cancelled, it will be dropped from the list of incurred charges that are displayed.

Example of an IB-initiated medication copay charge
There are times when the medication copay status of a prescription can be changed by a background process. In this example, another prescription for the same veteran was returned to stock, dropping copayments below the annual cap. Integrated Billing goes through all of the prescriptions looking for any that were not billed a copay because the annual cap was reached. IB initiates a copay charge against any such prescriptions that are found until the copay cap is again reached.

```
 Rx Activity Log               Nov 05, 2001@17:18        Page:    1 of    1
 KANSAS, THOMAS
   PID: 411-04-0341P                         Ht(cm): _____ (_____)
   DOB: APR 3,1941 (60)                      Wt(kg): _____ (_____)

 Rx #: 3754328   Original Fill Released: 10/09/01
 Routing: Window      Finished by: ALBANY,ALBERT

 Copay Activity Log:
 #   Date         Reason                 Rx Ref         Initiator Of Activity
 ==========================================================================
 1   10/09/01    ANNUAL CAP REACHED    ORIGINAL        ALBANY,ALBERT
 Comment:  NO BILLING FOR THIS FILL
 2   10/09/01    IB-INITIATED COPAY   ORIGINAL        ALBANY,ALBERT
 Comment: FULL CHARGE
```

11.1.15.   Manual Auto Expire Rxs
[PSO MANUAL AUTO EXPIRE]

This job needs to be run only if expired prescriptions are showing up as active orders on the Orders tab in CPRS. This could happen if the *Expire Prescriptions* [PSO EXPIRE PRESCRIPTIONS] option was not queued as a daily task *AND* those prescription(s) were never accessed/viewed in *Patient Prescription Processing* [PSO LM BACKDOOR ORDERS] option.

Sites that have not queued the Expire Prescriptions job on the daily task schedule should do so by selecting the *Queue Background Jobs* [PSO AUTOQUEUE JOBS] option from the Maintenance (Outpatient Pharmacy) menu [PSO MAINTENANCE] option, making an entry in the Edit Option Schedule template for option PSO EXPIRE PRESCRIPTIONS and scheduling it to run daily.

11.1.16.   Prescription Cost Update
[PSO RXCOST UPDATE]

This options updates prescription costs in the DRUG COST file by generic drug name. Costs can be updated on refills and partials as well. Updates can be made only as far back as one year plus 120 days.

11.1.17.   Purge Drug Cost Data
[PSO PURGE DRUG COST]

To purge drug cost data from the DRUG COST file enter a starting and ending date. Then choose to run this job immediately or queue it.

Example: Purge Drug Cost Data

```
Select Maintenance (Outpatient Pharmacy) Option: PURGE Drug Cost Data

Purge Cost Data Starting: FEB 1997// <Enter> (FEB 1997)
Purge Cost Data Ending: 3/97  (MAR 1997)

Are you sure you want to purge cost data
from 02/00/97 to 03/00/97? NO// Y   YES

Do you want this option to run IMMEDIATELY or QUEUED? Q// <Enter> UEUED
Requested Start Time: NOW// <Enter> (MAY 06, 1997@10:31:23)
Task #223079 QUEUED.
```

11.1.18. Purge External Batches
[PSO INTERFACE PURGE]

This option purges entries from the PHARMACY EXTERNAL INTERFACE file.

Example: Purge External Batches

```
Select External Interface Menu Option: Purge External Batches
Enter cutoff date for purge of External Interface file:  T-7  (FEB 28, 1997)

Purge entries that were not successfully processed?  NO// <Enter>

Purge queued to run in background.

Select External Interface Menu Option: <Enter>
```

11.1.19. Recompile AMIS Data
[PSO AMIS RECOMPILE]

To gather Automated Management Information System (AMIS) data from various sources, use this option. It is recommended that this job should be queued to run during off-peak hours (or at a time that is convenient for the site).

Month/day/year may be specified for a current month report, but only month and year can be specified for reports of past months.

12. Medication Profile
[PSO P]

The Medication Profile displays a profile of all prescriptions on file for a particular patient. The user may view this information directly on the screen or request it to be printed.

The medication profile is available in two formats. The short format contains the patient name, address, SSN, DOB, eligibility, narrative, reactions, prescriptions, prescription number, drug name, Sig, status, quantity, issue date, last fill date, and refills remaining. The long format contains all information contained on the short format and the following additional fields: physician's name, clerk code, fill date, total allowable refills, dates of refills, and partial fills, whether the prescription was filled at the pharmacy window or by mail, and which division filled it.

The short format displays the status in an abbreviated form. The following is an explanation of the codes: A (Active), DC (Discontinued), E (Expired), H (Hold), N (Non Verified), P (Pending due to drug interactions), and S (Suspended). A "$" next to the prescription number indicates that the prescription is copay eligible.

If the prescription has been returned to stock, the letter (R) will appear next to the last fill date.

13. About the Output Reports Menu

Output Reports
[PSO OUTPUTS]

The *Output Reports* menu generates a variety of management reports. These reports contain current medication profiles, utilization, cost, and workload information that help management maintain the highest level of patient care.

13.1. Action Profile (132 COLUMN PRINTOUT)
[PSO ACTION PROFILE]

This option provides a list of a patient's active prescriptions and the expired and canceled prescriptions that may be renewed. Each prescription is followed by a place for the provider to indicate the action, renew or discontinue. This profile can be printed for an individual patient, for all patients with appointments in a clinic, all patients in all clinics, or for a clinic group. In addition, a polypharmacy report can be printed with the action/informational profile. To get this report, answer "Yes" to the "POLYPHARMACY W/ACTION PROFILE" prompt in the *Site Parameter Enter/Edit* option to turn on this site parameter. This profile can be printed in an 80- or 132-column format. The Action Profile must be sent to a printer.

Barcodes may not show up on the action profile if the site parameters have not been set up for them.

If a prescription is for a drug marked for lab monitoring, the most recent lab result will be printed.

Copay affects the output report for this option. The letters SC (service connected) and NSC (non-service connected) will print on the same line as the RENEW/MD line only if the veteran is rated service connected less than 50 and the prescription is not for a supply item. This allows the physician to indicate (circle) the correct veteran eligibility so that copay is charged for the prescription if applicable.

If the prescription has been returned to stock, the letter (R) will appear next to the last fill date.

Example: Action Profile with the Polypharmacy Report

```
Select Outpatient Pharmacy Manager Option: Output Reports


Select Output Reports Option: Action Profile (132 COLUMN PRINTOUT)
Action or Informational (A or I): A// <Enter>   Action
Do you want generate a Polypharmacy report?: NO// YES
Minimum Number of Active Prescriptions:  (1-100): 7// <Enter>
By Patient, Clinic or Clinic Group (P/C/G): P// ?

Enter 'P' to print by patient
      'C' for printing by clinic
      'G' for printing by clinic group
      'E' to exit process

    Select one of the following:

        P         Patient
        C         Clinic
        G         Clinic Group
        E         Exit


By Patient, Clinic or Clinic Group (P/C/G): P// G  Clinic Group
Select Clinic Sort Group: WEST CLINIC
FOR DATE: T+1   (FEB 10, 1996)
Profile Expiration/Discontinued Cutoff:  (0-9999): 120// <Enter>
Select a Printer: [Select Print Device]
DO YOU WANT YOUR OUTPUT QUEUED? NO// <Enter>   (NO)

Select Clinic Sort Group: <Enter>
```

13.2. Alpha Drug List and Synonyms
[PSO ALPHA]

This report lists all drugs in alphabetical order by generic name. Any existing synonyms for each drug are listed in lowercase letters under the generic name.

13.3. AMIS Report
[PSO AMIS]

This report lists prescription statistics that are required by the VA Central Office. For a multidivisional site, the print device will report each division's statistics on a separate page with the grand totals on the last page. This report must be printed on a 132-column printer.

Month/day/year may be specified for a current month report, but only month and year can be specified for reports of past months.

13.6.9.2.   Sort Statistics By Division
[PSO COST STATS BY DIVISION]

This report sorted by division contains cost information and other statistics for all prescriptions filled during a user specified period of time.

13.6.10.   Provider by Drug Costs
[PSO COST PROVIDER BY DRUG]

This report sorted by provider displays data on all prescriptions filled for each drug during a user specified period of time.

13.6.11.   Provider Costs
[PSO COST PER PROVIDER]

This report displays the total prescription and cost data for prescriptions sorted by provider for a user specified period of time.

13.6.12.   Request Statistics
[PSO REQ STATS]

This report displays the total number of requests for service, average cost for each request, and average number of fills per request for a user specified period of time.

13.7. Daily AMIS Report
[PSO DAILY AMIS]

This report contains Automated Management Information System (AMIS) data for a selected day, month, and quarter. Output includes daily, monthly, and quarter AMIS totals.

13.8. Drug List By Synonym
[PSO SYNONYM]

This report lists all active drugs in alphabetical order by synonym. The drug is listed once for each synonym.

13.8a Free Text Dosage Report
[PSO DOSAGE REPORT]
This report provides a list of drugs for prescriptions having a Dosage Ordered entry that is free text or a dosage that results in the calculation of the number of tablets. This report is designed to help identify all such entries so that sites can determine if these dosages should be added to the Local Possible Dosages in the DRUG file, which would make them selectable during the medication order entry process.

Example of Free Text Dosage Report

```
Run Date: NOV 13,2001                                         Page 1
                    Free Text Dosage Entry Report
              for the Period: APR 27,2001 to NOV 13,2001
Drug                                    Free Text Entry              Count
    Provider:Count
-------------------------------------------------------------------------------
ACETAMINOPHEN AND CODEINE 30MG (342)    3 TABLETS                      3
    RICHMOND,ARTHUR:3

ALCOHOL PREP PADS (3718)                1 PAD                          2
    JACKSON,ROBERT:2
                                        PAD                           1
    JACKSON,ROBERT:1

AMINOPHYLLINE 500MG SUPP  (3422)        1 SUPPOSITORY(IES) 500MG      1
    JACKSON,ROBERT:1

ASPIRIN BUFFERED 325MG TAB (280)        1625MG                        2
    RICHMOND,ARTHUR:2
                                        975MG                         3
    RICHMOND,ARTHUR:2 JACKSON,ROBERT:1
```

13.9. Inactive Drug List
[PSO INACTIVE]

This report lists those drugs on file that have been inactivated.

This report is sorted by VA FileMan. If the user does not have VA FileMan experience, it is strongly recommended that the local IRMS staff be contacted before running this report.

13.10. List Prescriptions on Hold
[PSO HOLDRPT]

This report lists prescriptions that have a hold status.

13.11. Management Reports Menu
[PSO MGMT REPORT MENU]

With this menu the user can compile data for daily or monthly management reports. When the data has been compiled, the reports can be viewed on screen (132 columns) or printed on a 132-column printer.

Important
Before printing the first management report, the *Initialize Daily Compile* option must be run. This option compiles past management data for a user specified date range and then queues a job to run every morning at 1:00 a.m. to compile the previous day's data.

13.11.1. Daily Management Report Menu
[PSO MGMT REPORT DAILY MENU]

This menu contains the options for printing the daily management reports.

13.11.1.1. All Reports
[PSO MGMT REPORTS ALL DAILY]

This option prints all of the daily management reports for Outpatient Pharmacy that include the Intravenous Admixture, Cost of Prescriptions, Prescription Count, and Type of Prescriptions Filled reports. They can be printed for a specific division or for all divisions if the site is multidivisional.

13.11.1.2. Cost of Prescriptions
[PSO MGMT REPORT RX COSTS]

This report contains the average cost and total cost for staff prescriptions, fee prescriptions, all prescriptions, equivalent fills, methadone prescriptions (if a methadone program exists), and participating pharmacies prescriptions.

13.11.1.3. Count of Prescriptions
[PSO MGMT REPORT RX COUNTS]

This report contains the total number of prescriptions filled during the specified month(s). It contains the patient category, number of equivalent fills, total prescriptions, total methadone prescriptions (if a methadone program exists), and patient requests.

13.11.1.4. Intravenous Admixture
[PSO MGMT REPORT IV]

This report contains the total, average cost for piggybacks and syringes, L.V.P., T.P.N., and Chemotherapy used for outpatients only. A grand total for each month is also provided.

13.11.1.5. Type of Prescriptions Filled
[PSO MGMT REPORT TYPE OF RX]

This report contains the total number of prescriptions filled by fee and staff physicians, new and refill prescriptions, prescriptions sent by mail or dispensed at the window, prescriptions filled by participating pharmacies, and investigation drug prescriptions.

13.11.2. Date Range Recompile Data
[PSO MGMT RPT RANGE COMPILE]

The management data for a user specified date range can be compiled/recompiled with this option. The data must be recompiled if prescription data has changed for prescriptions filled or refilled before today.

13.11.3.   Initialize Daily Compile
[PSO MGMT RPT DAILY COMPILE]

This option queues a job to run every day at 1:00 a.m. to compile the previous day's management report data. It also compiles the management data for a specific date range. When initializing the compiling of data prior to yesterday's date, the default date will be either today plus 1 at 1:00 a.m. (T+1@01:00) if the option has never been queued or the date and time this option has already been queued to run.

> This option must be run to initialize the compiling of management report data before the management reports are printed.

13.11.4.   Monthly Management Report Menu
[PSO MGMT REPORT MONTHLY MENU]

This menu contains options for printing the monthly management reports. The monthly management reports can be printed for previous months, but not the current month.

13.11.4.1. All Reports
[PSO MGMT MONTHLY ALL REPORTS]

Print all of the monthly management reports with this option. These reports include the Intravenous Admixture, Cost of Prescriptions, Count of Prescriptions, and Type of Prescriptions Filled reports.

13.11.4.2. Cost of Prescriptions
[PSO MGMT MONTHLY RX COSTS]

This report contains the average and total cost for staff prescriptions, fee prescriptions, all prescriptions, equivalent fills, methadone prescriptions (if a methadone program exists), and participating pharmacies prescriptions.

13.11.4.3. Count of Prescriptions
[PSO MGMT MONTHLY RX COUNTS]

This report contains the total number of prescriptions filled during the specified month(s). It includes the patient category, number of equivalent fills, total prescriptions, total methadone (if methadone program exists), and patient requests.

16. Releasing Medication

Release Medication
[PSO RELEASE]

The *Release Medication* option is used at the time the prescription is filled and ready to be given to the patient. Inventory is decreased, certain fields in the file are updated, and a copay is generated if the action is applicable to the prescription. With this option, prescriptions can be batch processed. Communication is made with the Integrated Funds Control, Accounting and Procurement (IFCAP) and Integrated Billing (IB) software to generate copay charges. IFCAP and IB software handle patient billing, tracking of charges, and payment received.

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription. The actions that may result at the time a fill is released are described below.

1. **No action is taken.** No changes to the criteria that determine copay status of a prescription have occurred.
2. **The copay status of the prescription is automatically reset and an entry is placed in the copay activity log.**
Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay.

3. **The copay status of the prescription is automatically reset, an entry is placed in the copay activity log, and a MailMan message is generated detailing missing information required for user follow up.**
Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay. The patient has been documented as being exposed to environmental contaminants during Persian Gulf War service since the last fill. A MailMan message will be generated informing the user that the 'Is this Rx for treatment of environmental contaminant exposure during the Persian Gulf War?' question must be addressed and documented using the *Reset Copay Status/Cancel Charges* option.

4. **A MailMan message is generated detailing missing information required for user follow-up.**
Example: A veteran is documented as having Agent Orange exposure. Refill #2 for a prescription entered into the system before the new medication copay exemptions took effect on January 1, 2002 is released. The prescription is copay eligible. A MailMan message will be generated informing recipients that the 'Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) exposure?' question must be addressed. The copay status of the Rx may change based on the response entered using the *Reset Copay Status/Cancel Charges* option.

If a MailMan message is generated at the time a prescription fill is released, the recipients of the message will be the provider of record, the pharmacy user who finished the order, and holders of the PSO COPAY key. The message lists the patient name, prescription number, and medication ordered, current copay status, and applicable copay exemption questions that need addressing to determine the prescription's copay status. The *Reset Copay Status/Cancel Charges* option must be used to enter the responses to the medication copay exemption questions listed in the MailMan message. If responses are not entered for the applicable medication copay exemption questions, any subsequent refills when released for this prescription and possibly other prescriptions for this patient will continue to generate the same MailMan message.

Example of MailMan Message When Review is Needed

```
Subj: RX COPAY STATUS REVIEW NEEDED  [#4271073] 28 Sep 01 08:37  17 lines
From: OUTPATIENT PHARMACY PACKAGE  In 'IN' basket.   Page 1  *New*
-----------------------------------------------------------------------------
 LRJLT,IHKUL BLN  (1963P)     CHEYENNE VAM&ROC
537455 (3)    COPAY
ABSORBASE TOP OINT

Due to a change in copay criteria, additional information listed below is
needed to determine the final copay status for this Rx so that appropriate
action can be taken by pharmacy personnel.

Is this Rx for a Service Connected Condition?

This message has been sent to the provider of record, the pharmacist who
finished the prescription order, and all holders of the PSO COPAY key.

Please use the Reset Copay Status/Cancel Charges option to enter the responses
to the questions above, which may result in a Rx copay status change and/or
the need to remove copay charges.

Enter message action (in IN basket): Ignore//
```

An annual copayment cap is applied to patients in specific priority enrollment groups. Once a patient reaches the annual copayment cap, no further medication copay charges will be billed for the calendar year. An entry to that effect is made to the Copay Activity Log. The '$' indicator remains next to the prescription number to indicate that the prescription is still copay eligible. Integrated Billing software keeps track of all prescription fills not billed due to the annual cap.

Example of Copay Activity Log When Annual Cap Reached

```
Copay Activity Log:
#   Date         Reason                Rx Ref         Initiator Of Activity
=============================================================================
1   10/23/01    ANNUAL CAP REACHED   ORIGINAL        HARRISBURG,HENRY
Comment:  NO BILLING FOR THIS FILL
```

If for whatever reason (e.g. prescription fill is returned to stock and copay charges cancelled), a patient falls below the annual copayment cap, the Integrated Billing package can initiate copay charges to bring the patient back up to the annual copayment cap. Integrated billing software will go back and bill a copay charge for those fills previously not charged due to the annual cap, bringing the patient's total copayment up to the cap. Whenever this occurs an entry will be placed in the copay activity log.

Example of Copay Activity Log With IB-Initiated Charge

```
Copay Activity Log:
#   Date        Reason               Rx Ref        Initiator Of Activity
======================================================================
1   10/23/01    ANNUAL CAP REACHED   ORIGINAL      HARRISBURG,HENRY
Comment:  NO BILLING FOR THIS FILL
2   10/23/01    IB-INITIATED COPAY   ORIGINAL      HARRISBURG,HENRY
Comment: PARTIAL CHARGE
```

If a prescription is in a releasable status, the user will be given an error message, such as:

* Prescription has a status of (status) and is not eligible for release.
* Prescription was deleted.
* Improper barcode format.
* Non-existent prescription.

Copay is not charged for a partial fill.

Important
This is a mandatory function that must be used by the pharmacy.

---

17. Returning Medication to Stock

Return to Stock
[PSO RETURNED STOCK]

The *Return to Stock* option is used when a prescription has been released, but has been refused, not picked up, or not given to the patient for some reason. Comments can be entered to explain why the medication was returned to stock.

If a prescription is not released, there is no need to return it to stock. This function increases the inventory so that a more current level is maintained by the Outpatient Pharmacy package and removes the copay charge if it is applicable to the prescription. It is highly recommended that this option be used.

If a copay charge is removed by returning a prescription fill to stock, an entry will be placed in the copay activity log documenting the action.

Example of Copay Activity Log When Fill is Returned to Stock

```
Copay Activity Log:
#   Date        Reason                  Rx Ref          Initiator Of Activity
===========================================================================
1   11/21/01    REMOVE COPAY CHARGE   REFILL 1          DES MOINES,DIANE
Comment: RX REFUSED Returned to stock
```

If an **original fill** is returned to stock and reprinted, it can be released again.

If a **refill** is returned to stock, the refill is deleted so the patient will not lose it.

If a Route has not been associated with the Dispense Drug, the default Route of PO or Oral will be displayed. A different Route can be entered at this point if needed. If the abbreviation entered is in the stored list of possible routes, the entry will be expanded in the Sig.

```
ROUTE: PO// <Enter>    ORAL      PO   MOUTH
```

A default schedule associated with the drug ordered is displayed. The default can be accepted or a different free text schedule can be entered. Free text entries cannot contain more than two spaces or be more than twenty characters long. Entries will be compared against a list of common abbreviations and expanded if the entry matches. Any entry not found in the list of common abbreviations will be displayed in the Sig as entered.

```
Schedule: QID//   (FOUR TIMES A DAY)
```

The LIMITED DURATION field is used only when a medication should be taken for a limited period of time. Days are assumed for numeric entries. Follow the number with an "H" to specify hours or an "M" to specify minutes.

> **NOTE**: Do not use this field for Days Supply.

```
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10 (DAYS)
```

The CONJUCTION field is used to join dosing sequences in complex orders. Entries are limited to AND, THEN, or EXCEPT. AND is used for concurrent doses, such as "Take 1 tablet every morning AND take 2 tablets at bedtime." THEN is used for consecutive doses, such as "Take 2 tablets daily for one week THEN take 1 tablet for five days." EXCEPT is used to describe any dosing sequence that is not routine, such as "Take 1 tablet every day EXEPT take no tablets Wednesday." See Appendix B for examples.

```
CONJUNCTION: <Enter>
```

Any entry in the PATIENT INSTRUCTIONS field will first be checked to see if it contains any abbreviations that can be expanded. The entry will be added to the end of the Sig, after the dosing information, and the entire Sig will be displayed.

```
PATIENT INSTRUCTIONS: with food            with food

(TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD)
```

A default value for Days Supply based on patient status is displayed. A default quantity is calculated when possible. See Appendix B for more information on this calculation.

```
DAYS SUPPLY:  (1-90): 30// 10
QTY ( CAP ) : 80// <Enter> 80
```

The remaining prompts have not changed.

```
COPIES: 1// <Enter> 1
# OF REFILLS:  (0-11): 11// 0
PROVIDER:    BISMARK,ANDREW
CLINIC:    OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW// <Enter>  WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter>   (MAY 30, 2001)
FILL DATE:  (5/30/2001 - 6/9/2001): TODAY//  <Enter>  (MAY 30, 2001)
Nature of Order: WRITTEN// ??

                            Require        Print      Print on
  Nature of Order Activity  E.Signature  Chart Copy   Summary
  ------------------------   -----------   ----------   --------
  WRITTEN                                                  x
  VERBAL                        x            x            x
  TELEPHONED                    x            x            x
  SERVICE CORRECTION
  POLICY                                     x            x
  DUPLICATE


Nature of Order: WRITTEN//  <Enter> W
WAS THE PATIENT COUNSELED: NO// y  YES
WAS COUNSELING UNDERSTOOD: NO// y  YES
```

An option to add a progress note has been added. If "Yes" is entered at this prompt, the progress note entry will begin after the order information has been displayed and confirmed. The order is redisplayed, along with information on any service-connected disabilities on record.

```
Do you want to enter a Progress Note? No// <Enter>


Rx # 503906            05/30/01
NEBRASKA,NICK                    #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD

AMPICILLIN 250MG CAP
BISMARK,ANDREW            DES MOINES, DIANE
# of Refills: 11


    SC Percent: 40%
  Disabilities: NONE STATED

Is this Rx for a SERVICE CONNECTED condition? No
```

To determine if the order should be charged copay, eligible copay exemptions for the order are displayed one at a time. The user is asked if it the first applies to the order. In this example, the user is first asked if the order is being prescribed for any of the service-connected conditions displayed. If "Yes" had been entered at this prompt, the fill would have been set for No Copay and no other exemption questions would have been asked. In this example, the patient has reported exposure to Agent Orange during Vietnam-era service.

```
Is this Rx for treatment of Agent Orange Exposure? No

Is this correct? YES//  <Enter>

Another New Order for NEBRASKA,NICK? YES//
```

Medications with non-numeric dosages, such as ointments and creams, will display non-numeric possible default dosages. Because the dosage is non-numeric, values for dispense units per dose and quantity cannot be calculated.

```
DRUG:    HYDROCORTISONE 0.5% CREAM        DE200    VISN FORM; 30 GM/TUBE (IEN)
         ...OK? Yes//   (Yes)
Now doing order checks.  Please wait...

Available Dosage(s)
      1. SMALL AMOUNT
      2. MODERATE AMOUNT
      3. LIBERALLY
      4. LARGE AMOUNT

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 2 MODERATE AMOUNT

You entered MODERATE AMOUNT is this correct? Yes// <Enter> YES
ROUTE: TOPICAL// TOPICAL
```

Example 2: Editing an Order
An asterisk or star (*) is shown in front of each field that will create a new order if it is changed. The Sig field cannot be edited directly but it will change if the fields that are used to build it are edited.

> **NOTE**: Do not use the up-arrow (^) after editing one field to jump past the rest of the fields. Using just the up-arrow results in the changes just entered being deleted. The user must <**Enter**> through *all* the order fields when editing to save the changes.

```
OP Medications (ACTIVE)       May 30, 2001 16:48:05       Page:   1 of   3
NEBRASKA,NICK                                                          <A>
  PID: 505-09-3368                          Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                     Wt(kg): 79.09 (06/07/2000) f

             Rx #: 503908
 (1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
 (2)           Drug: AMPICILLIN 250MG CAP ***(N/F)***
 (3)        *Dosage: 500 (MG)
             Verb: TAKE
     Dispense Units: 2
             Noun: CAPSULES
          *Route: ORAL
        *Schedule: QID
        *Duration: 10D (DAYS)
 (4)Pat Instructions: with food
             SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                  WITH FOOD
 (5)  Patient Status: SERVICE CONNECTED
+        Enter ?? for more actions
DC   Discontinue         PR   Partial            RL   Release
ED   Edit                RF   (Refill)           RN   Renew
Select Action: Next Screen// ed   Edit
Select fields by number:  (1-19): 4
PATIENT INSTRUCTIONS: WITH FOOD// WITH FOOD AVOIDING DAIRY FOODS
```

Changes to fields that are not starred (*), like Patient Instructions, will not create a new order. Note that the new Patient Instruction text appears at the end of the Sig.

```
OP Medications (ACTIVE)       May 30, 2001 16:54:25       Page:    1 of    3
NEBRASKA,NICK                                                         <A>
  PID: 505-09-3368                               Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                          Wt(kg): 79.09 (06/07/2000)


               Rx #: 503908
 (1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
 (2)            Drug: AMPICILLIN 250MG CAP ***(N/F)***
 (3)         *Dosage: 500 (MG)
                Verb: TAKE
      Dispense Units: 2
                Noun: CAPSULES
              *Route: ORAL
           *Schedule: QID
           *Duration: 10D (DAYS)
 (4)Pat Instructions: WITH FOOD AVOIDING DAIRY FOODS
                 SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                      WITH FOOD AVOIDING DAIRY FOODS
 (5)  Patient Status: SERVICE CONNECTED
+         Enter ?? for more actions
DC   Discontinue        PR   Partial              RL   Release
ED   Edit               RF   (Refill)             RN   Renew
Select Action: Next Screen//
```

If a new order is created due to a field that affects copay being edited, like Duration, the values previously entered display as defaults.

Example 3: Activity Log

Use a hidden action to view the activity log once a completed or finished order is selected. The *View Prescriptions* option can also be used to display all logs.

```
OP Medications (ACTIVE)      Jun 08, 2001 11:01:29       Page:   1 of   3
NEBRASKA,NICK                                                        <A>
  PID: 505-09-3368                           Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                      Wt(kg): 79.09 (06/07/2000)


             Rx #: 503915
 (1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
 (2)           Drug: AMPICILLIN 250MG CAP ***(N/F)***
 (3)         *Dosage: 750 (MG)
              Verb: TAKE
     Dispense Units: 3
              Noun: CAPSULE(S)
            *Route: ORAL
         *Schedule: QID
         *Duration: 10D (DAYS)
 (4)Pat Instructions: WITH FOOD AVOIDING DAIRY FOODS
               SIG: TAKE THREE CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                    WITH FOOD AVOIDING DAIRY FOODS
 (5)  Patient Status: SERVICE CONNECTED
+        Enter ?? for more actions
DC   Discontinue        PR    Partial            RL    Release
ED   Edit               RF    (Refill)           RN    Renew
Select Action: Next Screen// AL
Select Activity Log by  number
1.  Refill      2.  Partial     3.  Activity
4.  Labels      5.  Copay       6.  All Logs:  (1-6): 6//
```

(Continued on next page.)

```
Rx Activity Log            Jun 08, 2001 11:02:51      Page:   1 of   2
NEBRASKA,NICK
  PID: 505-09-3368                          Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                     Wt(kg): 79.09 (06/07/2000)

Rx #: 503915   Original Fill Released: 5/30/01
Routing: Window      Finished by: BISMARK,ANDREW

Refill Log:
#  Log Date   Refill Date  Qty          Routing  Lot #       Pharmacist
=====================================================================
There are NO Refills For this  Prescription

Partial Fills:
#   Log Date   Date     Qty          Routing   Lot #       Pharmacist
=====================================================================
There are NO Partials for this Prescription

Activity Log:
#   Date         Reason        Rx Ref       Initiator Of Activity
=====================================================================
1   05/25/01                   ORIGINAL
Comments: Patient Instructions Not Sent By Provider.
2   05/25/01    PROCESSED    ORIGINAL      BISMARK,ANDREW
Comments: Label never queued to print by User

Label Log:
#   Date        Rx Ref                    Printed By
=====================================================================
There are NO Labels printed.

Copay Activity Log:
#   Date         Reason            Rx Ref       Initiator Of Activity
======================================================================
There's NO Copay activity to report

              [This shows an extended view of what is seen on the screen.]

        Enter ?? for more actions

Select Action:Quit// <Enter>
```

For CMOP prescriptions, the prompt displays as follows:

```
Select Activity Log by number
1.  Refill     2.  Partial    3.  Activity
4.  Label      5.  Copay      6.  CMOP Events  7.  All Logs:  (1-7): 7// <Enter>
```

The Activity Logs will appear the same as the OP logs with the exception of the addition of a
CMOP Event Log. Here is an example of what the CMOP Event Log will look like.

```
Rx Activity Log              Jul 06, 1996 09:54:24          Page:    2 of   2
ILLINOIS,ANNE
  PID: 123-14-1960                               Ht(cm):  188.40  (12/02/00)
  DOB: DEC 14,1960 (34)                          Wt(kg):  109.10  (12/02/00)

CMOP Event Log:
Date/Time               Rx Ref    TRN-Order     Stat          Comments
===========================================================================
09/17/00@1526           Ref 1     267-4         DISP    NDC: 1234TEST5678

CMOP Lot#/Expiration Date Log:
Rx Ref                  Lot #                 Expiration Date
===========================================================================
Ref 1                   1234TST               07/07/00

          Enter ?? for more actions

Select Action:Quit// <Enter>
```

18.1.1.   Discontinue Prescription(s)
[PSO C]

The *Discontinue Prescription(s)* (previously *Cancel Prescription*) option is used to either
discontinue a prescription without deleting its record from the files, or reinstate a prescription
discontinued by pharmacy.

18.1.2.   Edit Prescriptions
[PSO EXEDIT]

This option allows changes to be made to entered orders. Newly entered orders can be edited
before release by typing in the corresponding field number. Previously entered orders can be
edited by entering the prescription number, then specifying the field to be edited. An asterisk or
star (*) is shown in front of each field that will create a new order if it is changed. (See "Patient
Prescription Processing-Editing an Order" for an example.)

18.1.3.   List One Patient's Archived Rx's
[PSO ARCHIVE LIST RX'S]

This option shows the basic patient demographics and the prescription numbers and dates of
archiving for archived prescriptions for this patient.

18.1.4.   Reprint an Outpatient Rx Label
[PSO RXRPT]

The label reprint function allows a single label or many copies of the same label to be
reproduced.

18.1.5. **View Prescriptions**
[PSO VIEW]

The most complete information available for a specific prescription can be viewed with this option. All logs are displayed. The activity log and the copay activity log list the date, reason, prescription reference (Rx Ref), the initiator of the activity, and comments. The label log lists the date, prescription (Rx Ref), the person who printed it, and comments. Prescriptions with a deleted status cannot be viewed.

Example: View External Batches

```
Select External Interface Menu Option: View External Batches

Enter a date/time range to see all batches sent to the External Interface.

Start date/time: T-7  (FEB 28, 1997)

End date/time: T  (MAR 07, 1997)

Gathering batches, please wait...


 BATCH    QUEUED TO PRINT ON:          PATIENT:        BROWNS PLACE
----------------------------------------------------------------------------

  1       FEB 28,1997@08:06:14         IDAHO,PETER
  2       FEB 28,1997@08:10:56         IDAHO,PETER
  3       FEB 28,1997@08:19:20         MISSISSIPPI,RANDALL
  4       FEB 28,1997@08:38:17         OREGON,ROBERT
  5       FEB 28,1997@08:50:32         FLORIDA,FRANK
  6       FEB 28,1997@09:15:35         FLORIDA,FRANK
  7       FEB 28,1997@09:33:48         MAINE,JOE
  8       FEB 28,1997@09:39:31         ALABAMA,CHRISTOPHER P
  9       FEB 28,1997@10:36:51         GEORGIA,PAUL
 10       FEB 28,1997@11:12:07         ALASKA,FRED
 11       FEB 28,1997@12:23:22         ALASKA,FRED
 12       FEB 28,1997@12:30:16         ALASKA,FRED
 13       FEB 28,1997@12:43:32         ALASKA,FRED
 14       FEB 28,1997@13:37:24         ARIZONA,ALICE
 15       FEB 28,1997@13:46:07         DELAWARE,DAVID

Select Batch(s) to view:  (1-15): 5,6

Batches selected for Viewing are:

Batch 5 Queued for FEB 28,1997@08:50:32 by BISMARK,ANDREW
Batch 6 Queued for FEB 28,1997@09:15:35 by BISMARK,ANDREW

Print list to the screen or to a printer:  (S/P): Screen// <Enter>

Enter RETURN to continue or '^' to exit: <Enter>


RX #              NAME -> FLORIDA,FRANK                         BATCH 5
----------------------------------------------------------------------------
2820              NADOLOL 40MG TAB                              ACTIVE

Enter RETURN to continue or '^' to exit: <Enter>


RX #              NAME -> FLORIDA,FRANK                         BATCH 6
----------------------------------------------------------------------------
2821              MICONAZOLE NITRATE 2% LOT 60ML        ACTIVE
END OF LIST

Enter a date/time range to see all batches sent to the External Interface.

Start date/time: <Enter>

Select External Interface Menu Option: <Enter>
```

29. Medication Profile

[PSO P]

The Medication Profile displays a profile of all prescriptions on file for a particular patient. This information may be viewed directly on the screen or it can be printed.

The medication profile is available in two formats. The short format contains the patient name, address, SSN, DOB, eligibility, narrative, reactions, prescriptions, prescription number, drug name, Sig, status, quantity, issue date, last fill date, and refills remaining. The long format contains all information contained on the short format and the following additional fields: physician's name, clerk code, fill date, total allowable refills, dates of refills, and partial fills, whether the prescription was filled at the pharmacy window or by mail, and which division filled it.

The short format displays the status in an abbreviated form. The following is an explanation of the codes: A (Active), DC (Discontinued), E (Expired), H (Hold), N (Non Verified), P (Pending due to drug interactions), and S (Suspended). A "$" next to the prescription number indicates that the prescription is copay eligible.

 If the prescription has been returned to stock, the letter (R) will appear next to the last fill date.

Prescriptions pulled early from suspense will not be part of a batch, so they will not be able to be reprinted through the *Reprint Batches from Suspense* option.

A short profile for every patient for whom a label for a new prescription is being printed will also be printed if the Profile with New Prescriptions site parameter is set to yes.

If a patient has partial prescriptions with regular fills, only one set of trailing documents will print for that patient. (In V. 6.0 trailer documents were printed after each partial.)

32. Process Drug/Drug Interactions
[PSO INTERACTION VERIFY]

Using this option, information for medications that have been marked as a drug/drug interaction can be processed. This allows prescriptions with drug/drug interactions to be processed, deleted, or bypassed. To complete any of these actions, an assigned signature code, which will not appear on the screen, must be entered. It will then be verified or non-verified. The *Electronic Signature Code Edit* option can be found under the *User's Toolbox* menu in Kernel V. 8.0.

When processing a drug/drug interaction the profile will list the status of the interacting drug orders as pending (P).

33. Pull Early from Suspense
[PSO PNDRX]

This option is used to pull a specific prescription or all prescriptions for a patient early. If a prescription is pulled early using this option, it will not be associated with any printed batch. A label cannot be reprinted with the *Reprint Batches from Suspense* option if the prescription has been pulled early suspense. In addition, Method of Pickup can be edited. Also, there is no longer a "DELETE FROM SUSPENSE PROMPT." That prompt has been changed to "Pull Rx(s) and delete from Suspense." Yes must be answered to this prompt to pull the prescriptions, and they will always be deleted from suspense. Since prescriptions that are pulled early from suspense do not belong to any printed batch and cannot be reprinted from suspense, there is no reason to leave them in suspense.

If the routing is changed to window when pulling from suspense early, and the bingo board is being used, those prescriptions will be sent to the bingo board.

34. Release Medication

[PSO RELEASE]

The *Release Medication* option is used at the time the prescription is filled and ready to be given to the patient. Inventory is decreased, certain fields in the file are updated, and a copay is generated if the action is applicable to the prescription. With this option, prescriptions can be batch processed. Communication is made with the Integrated Funds Control, Accounting and Procurement (IFCAP) and Integrated Billing (IB) software to generate copay charges. IFCAP and IB software handle patient billing, tracking of charges, and payment received.

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription. The actions that may result at the time a fill is released are described below.

1. **No action is taken.** No changes to the criteria that determine copay status of a prescription have occurred.

2. **The copay status of the prescription is automatically reset and an entry is placed in the copay activity log.**
   Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay.

3. **The copay status of the prescription is automatically reset, an entry is placed in the copay activity log, and a MailMan message is generated detailing missing information required for user follow up.**
   Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay. The patient has been documented as being exposed to environmental contaminants during Persian Gulf War service since the last fill. A MailMan message will be generated informing the user that the 'Is this Rx for treatment of environmental contaminant exposure during the Persian Gulf War?' question must be addressed and documented using the *Reset Copay Status/Cancel Charges* option.

4. **A MailMan message is generated detailing missing information required for user follow-up.**
   Example: A veteran is documented as having Agent Orange exposure. Refill #2 for a prescription entered into the system before the new medication copay exemptions took effect on January 1, 2002 is released. The prescription is copay eligible. A MailMan message will be generated informing recipients that the 'Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) exposure?' question must be addressed. The copay status of the Rx may change based on the response entered using the *Reset Copay Status/Cancel Charges* option.

If a MailMan message is generated at the time a prescription fill is released, the recipients of the message will be the provider of record, the pharmacy user who finished the order, and holders of the PSO COPAY key. The message lists the patient name, prescription number, and medication ordered, current copay status, and applicable copay exemption questions that need addressing to determine the prescription's copay status. The *Reset Copay Status/Cancel Charges* option must be used to enter the responses to the medication copay exemption questions listed in the MailMan message. If responses are not entered for the applicable medication copay exemption questions, any subsequent refills when released for this prescription and possibly other prescriptions for this patient will continue to generate the same MailMan message.

Example of MailMan Message

```
Subj: RX COPAY STATUS REVIEW NEEDED  [#4271073] 28 Sep 01 08:37  17 lines
From: OUTPATIENT PHARMACY PACKAGE  In 'IN' basket.  Page 1  *New*
--------------------------------------------------------------------------
 LRJLT,IHKUL BLN  (1963P)    CHEYENNE VAM&ROC
537455 (3)    COPAY
ABSORBASE TOP OINT

Due to a change in copay criteria, additional information listed below is
needed to determine the final copay status for this Rx so that appropriate
action can be taken by pharmacy personnel.

Is this Rx for a Service Connected Condition?

This message has been sent to the provider of record, the pharmacist who
finished the prescription order, and all holders of the PSO COPAY key.

Please use the Reset Copay Status/Cancel Charges option to enter the responses
to the questions above, which may result in a Rx copay status change and/or
the need to remove copay charges.

Enter message action (in IN basket): Ignore//
```

An annual copayment cap is applied to patients in specific priority enrollment groups. Once a patient reaches the annual copayment cap, no further medication copay charges will be billed for the calendar year. An entry to that effect is made to the Copay Activity Log. The '$' indicator remains next to the prescription number to indicate that the prescription is still copay eligible. Integrated Billing software keeps track of all prescription fills not billed due to the annual cap.

Example of Copay Activity Log When Annual Cap Reached

```
Copay Activity Log:
#   Date          Reason                  Rx Ref          Initiator Of Activity
===========================================================================
1   10/23/01    ANNUAL CAP REACHED    ORIGINAL          HARRISBURG,HENRY
Comment:  NO BILLING FOR THIS FILL
```

If for whatever reason (e.g. prescription fill is returned to stock and copay charges cancelled), a patient falls below the annual copayment cap, the Integrated Billing package can initiate copay charges to bring the patient back up to the annual copayment cap. Integrated billing software will go back and bill a copay charge for those fills previously not charged due to the annual cap, bringing the patient's total copayment up to the cap. Whenever this occurs an entry will be placed in the copay activity log.

Example of Copay Activity Log With IB-Initiated Charge

```
Copay Activity Log:
#   Date        Reason              Rx Ref          Initiator Of Activity
=======================================================================
1   10/23/01    ANNUAL CAP REACHED  ORIGINAL        HARRISBURG,HENRY
Comment:  NO BILLING FOR THIS FILL
2   10/23/01    IB-INITIATED COPAY  ORIGINAL        HARRISBURG,HENRY
Comment: PARTIAL CHARGE
```

If a prescription is in a releasable status, the user will be given an error message, such as:

* Prescription has a status of (status) and is not eligible for release.
* Prescription was deleted.
* Improper barcode format.
* Non-existent prescription.

Copay is not charged for a partial fill.

Important
This is a mandatory function that must be used by the pharmacy.

---

35. Returning Medication to Stock

Return to Stock
[PSO RETURNED STOCK]

This option is used when a prescription has been released, but has been refused, not picked up, or not given to the patient for some reason. Comments can be entered to explain why the medication was returned to stock.

A prescription can only be returned to stock if the prescription status is Active, Discontinued, or Expired. If the prescription is not released, there is no need to return it to stock. This function increases the inventory so that a more current level is maintained by the Outpatient Pharmacy package and removes the copay charge if it is applicable to the prescription. It is highly recommended that this option be used.

If a copay charge is removed by returning a prescription fill to stock, an entry will be placed in the copay activity log documenting the action.

```
Copay Activity Log:
#   Date          Reason              Rx Ref          Initiator Of Activity
=============================================================================
1   11/21/01     REMOVE COPAY CHARGE  REFILL 1        DES MOINES,DIANE
Comment: RX REFUSED Returned to stock
```

If an **original fill** is returned to stock and reprinted, it can be released again. If a **refill** is returned to stock, the refill is deleted so the patient will not lose it.

36. Ordering/Processing a Prescription

36.1. Rx (Prescriptions)
[PSO RX]

Actions are taken on prescriptions via this menu. Options (renew, refill, edit, release, etc.) that previously appeared in Outpatient Pharmacy V. 6.0 now appear as actions in the *Patient Prescription Processing* option found on this menu. Patch PSO*7*46 changes the way in which a Sig is built for an order. Instead of entering a free text Sig, data must be entered for the individual fields that are used to build a Sig. Default values are also displayed for possible dosages, schedules, med routes, and patient instructions. When possible, default quantities are calculated using data entered into specific fields during medication order entry.

Patient Prescription Processing
Barcode Rx Menu ...
Complete Orders from OERR
Discontinue Prescription(s)
Edit Prescriptions
List One Patient's Archived Rx's
Reprint an Outpatient Rx Label
View Prescriptions

36.1.1. Patient Prescription Processing
[PSO LM BACKDOOR ORDERS]

This option is used to process outpatient medication via OERR V. 3.0. The *Patient Prescription Processing* option is found on the Outpatient Pharmacy Manager and the Pharmacist menus under the *Rx (Prescriptions)* option. This option uses List Manager features to allow the pharmacy manager and pharmacist to perform the following actions on a prescription without leaving this option.

• Enter a new Rx	• Release
• Discontinue	• Reprint
• Edit	• Copy
• Refill	• Verify a prescription
• Renew	• Show a profile
• Hold	• View activity log
• Unhold	• Pull early from suspense
• Order a partial	

This option is also found on the Pharmacy Technician's menu, but with limited actions. A pharmacy technician can only enter a new order, refill, copy, renew, reprint, release, order a partial, or pull early from suspense.

Actions are displayed in the action area of the screen. Actions with parentheses ( ) around them are invalid actions for that order. A double question mark (??) displays all the actions available, including the Outpatient Pharmacy actions described in the section "Using List Manager." If one of the hidden actions is selected and it is invalid, a message will display in the message window. Outpatient Pharmacy hidden actions are displayed with the letters OP next to the action.

Example 1: Entering a New Order

```
Select Option: rx (Prescriptions)

        Orders to be completed for all divisions: 14

Do you want an Order Summary? No//
```

A summary list of the number of pending orders can be displayed by Division or by each Clinic within the Division where the user is signed on. This is helpful when completing batch orders. In this example, an individual patient name is entered.

```
        Patient Prescription Processing
        Barcode Rx Menu ...
        Complete Orders from OERR
        Discontinue Prescription(s)
        Edit Prescriptions
        List One Patient's Archived Rx's
        Reprint an Outpatient Rx Label
        View Prescriptions

Select Rx (Prescriptions) Option: patient Prescription Processing
Select PATIENT NAME: scheel, t  KANSAS,THOMAS T        10-30-70    521339521
 YES    SC VETERAN

Enter RETURN to continue or '^' to exit: <Enter>
```

The software checks the medication selected for any interactions or allergies noted in the patient's record. Prior to patch PSO*7*46, the next prompt was a free text SIG field. After patch PSO*7*46 is installed, the next prompts shown will be the new fields used to build a Sig. The list of available possible dosages shown after order checks is linked to the drug ordered. One of the dosages listed may be chosen or a different, free text dosage may be entered. Confirmation of the dosage is required and the value entered is displayed again to allow the user to confirm that it is correct.

```
Available Dosage(s)
        1. 250MG
        2. 500MG
        3. 1000MG

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 3 500MG

You entered 500MG is this correct? Yes// <Enter> YES
```

For numeric dosages, the Dispense Units Per Dose value is calculated based on the strength of the dosage ordered divided by the strength of the medication ordered. The 500 mg Dosage Ordered will require two 250 mg capsules. The Dosage Ordered is re-displayed after the Dispense Units to allow the entry to be double-checked.

```
DISPENSE UNITS PER DOSE(CAPSULES): 2// <Enter> 2
Dosage Ordered: 500MG
```

If a Route has not been associated with the Dispense Drug, the default Route of PO or Oral will be displayed. A different Route can be entered at this point if needed. If the abbreviation entered is in the MEDICATION ROUTES file, the entry will be expanded in the Sig based on the OUTPATIENT EXPANSION field.

```
ROUTE: PO// <Enter>     ORAL        PO   MOUTH
```

A default schedule associated with the Orderable Item of the drug ordered is displayed at the "Schedule:" prompt. The default can be accepted or a different free text schedule can be entered. Free text entries cannot contain more than two spaces or be more than twenty characters long. Entries will be compared against a list of common abbreviations, first in the ADMINISTRA-TION SCHEDULE file and then in the MEDICATION INSTRUCTION file, and expanded if the entry matches. Any entry not found in the list of common abbreviations will be displayed in the Sig as entered.

```
Schedule: QID//   (FOUR TIMES A DAY)
```

The LIMITED DURATION field is used only when a medication should be taken for a limited period of time. Days are assumed for numeric entries. The user should follow the number with a "H" to specify hours or a "M" to specify minutes. NOTE: Do not use this field for Days Supply.

```
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10 (DAYS)
```

The CONJUCTION field is used to join dosing sequences in complex orders. Entries are limited to AND, THEN, or EXCEPT. AND is used for concurrent doses, such as "Take 1 tablet every morning AND take 2 tablets at bedtime." THEN is used for consecutive doses, such as "Take 2 tablets daily for one week THEN take 1 tablet for five days." EXCEPT is used to describe any dosing sequence that is not routine, such as "Take 1 tablet every day EXEPT take no tablets Wednesday." See Appendix B for examples.

```
CONJUNCTION: <Enter>
```

Any entry in the PATIENT INSTRUCTIONS field will first be checked to see if it contains any abbreviations that can be expanded. The entry will be added to the end of the Sig, after the dosing information, and the entire Sig will be displayed.

```
PATIENT INSTRUCTIONS: WITH FOOD              WITH FOOD

(TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD)
```

A default value for Days Supply based on patient status is displayed. A default quantity is calculated when possible. See Appendix B for more information on QUANTITY calculations.

```
DAYS SUPPLY:  (1-90): 30// 10
QTY ( CAP ) : 80// <Enter> 80
```

The remaining prompts have not changed.

```
COPIES: 1// <Enter> 1
# OF REFILLS:  (0-11): 11// 0
PROVIDER:    BISMARK,ANDREW
CLINIC:    OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW// <Enter>  WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter>   (MAY 30, 2001)
FILL DATE:  (5/30/2001 - 6/9/2001): TODAY//  <Enter>  (MAY 30, 2001)
Nature of Order: WRITTEN//  <Enter> W
WAS THE PATIENT COUNSELED: NO// Y  YES
WAS COUNSELING UNDERSTOOD: NO// Y  YES
```

An option to add a progress note has been added. If "Yes" is entered at this prompt, the progress note entry will begin after the order information has been displayed and confirmed. The order is redisplayed, along with information on any service-connected disabilities on record.

```
Do you want to enter a Progress Note? No// <Enter>

Rx # 503906              05/30/01
NEBRASKA,NICK                   #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD

AMPICILLIN 250MG CAP
BISMARK,ANDREW           BISMARK,ANDREW
# of Refills: 11


    SC Percent: 40%
   Disabilities: NONE STATED

Is this Rx for a SERVICE CONNECTED condition? No
```

To determine if the order should be charged copay, eligible copay exemptions for the order are displayed one at a time. The user is asked if it the first applies to the order. In this example, the user is first asked if the order is being prescribed for any of the service-connected conditions displayed. If yes had been entered at this prompt, the fill would have been set for No Copay and no other exemption questions would have been asked. In this example, the patient has reported exposure to herbicides during Vietnam-era service.

```
Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) Exposure? No

Is this correct? YES//  <Enter>

Another New Order for NEBRASKA,NICK? YES//
```

Example 2: Editing a New Order
An asterisk or star (*) is shown in front of each field that will create a new order if it is changed.
The Sig field cannot be edited directly, but it will change if the fields used to construct the Sig
are edited.

NOTE: Do not use the up-arrow (^) after editing one field to jump past the rest of the fields.
Using just the up-arrow results in the changes just entered being deleted. The user must <**Enter**>
through *all* the order fields when editing to save the changes.

```
OP Medications (ACTIVE)       May 30, 2001 16:48:05         Page:    1 of    3
NEBRASKA,NICK                                                            <A>
  PID: 505-09-3368                                 Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                            Wt(kg): 79.09 (06/07/2000)


                Rx #: 503908
 (1)  *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
 (2)            Drug: AMPICILLIN 250MG CAP ***(N/F)***
 (3)         *Dosage: 500 (MG)
                Verb: TAKE
       Dispense Units: 2
                Noun: CAPSULES
              *Route: ORAL
           *Schedule: QID
           *Duration: 10D (DAYS)
 (4)Pat Instructions: with food
                 SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                      WITH FOOD
 (5)   Patient Status: SERVICE CONNECTED
+          Enter ?? for more actions
DC   Discontinue          PR    Partial              RL    Release
ED   Edit                 RF    (Refill)             RN    Renew
Select Action: Next Screen// ed   Edit
Select fields by number:  (1-19): 4
PATIENT INSTRUCTIONS: WITH FOOD// WITH FOOD AVOIDING DAIRY FOODS
```

If a new order is created due to the editing of a field that affects copay, like Days Supply, the
values previously entered display as defaults.

Example 2: Finishing an Order from OERR with Multiple Institutions

Multiple Institution entries can be added using the *Site Parameter Enter/Edit* option. If the local
site has multiple entries in the CPRS ORDERING INSTITUTION field the user will be
prompted for an Institution when entering the *Complete Orders from OERR* option. After an
Institution is selected, then the Pending Orders that will be shown for completion will be those
Pending Orders from clinics that are associated with the Institution selected.

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

          Orders to be completed for all divisions: 21

Do you want an Order Summary:? No// <Enter>  NO

Select Rx (Prescriptions) Option: COmplete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for finishing
orders entered through CPRS. Select the Institution from which to finish orders.
Enter '?' to see all choices.
```

```
Select CPRS ORDERING INSTITUTION: BIRMINGHAM, AL.// <Enter> BIRMINGHAM, AL.521

You have selected BIRMINGHAM, AL..
After completing these orders, you may re-enter this option and select again.

Select By:  (PA/RT/PR/CL/E): PATIENT// PA
```

[See the previous example for completion of this option.]

Example 3: Activity Log

Multiple Activity Logs exist for a completed or finished order. Any single activity log or all activity logs can be viewed.

```
OP Medications (ACTIVE)        Jun 08, 2001 11:01:29        Page:    1 of    3
NEBRASKA,NICK                                                         <A>
  PID: 505-09-3368                          Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                     Wt(kg): 79.09 (06/07/2000)

              Rx #: 503915
 (1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
 (2)           Drug: AMPICILLIN 250MG CAP ***(N/F)***
 (3)        *Dosage: 750 (MG)
              Verb: TAKE
     Dispense Units: 3
              Noun: CAPSULE(S)
            *Route: ORAL
         *Schedule: QID
         *Duration: 10D (DAYS)
 (4)Pat Instructions: WITH FOOD AVOIDING DAIRY FOODS
               SIG: TAKE THREE CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                    WITH FOOD AVOIDING DAIRY FOODS
 (5)  Patient Status: SERVICE CONNECTED
+        Enter ?? for more actions
DC   Discontinue         PR   Partial              RL   Release
ED   Edit                RF   (Refill)             RN   Renew
Select Action: Next Screen// AL
Select Activity Log by  number
1.  Refill         2.  Partial    3.  Activity
4.  Labels         5.  Copay      6.  All Logs:  (1-6): 6// <Enter>
```

```
Rx Activity Log            Jun 08, 2001 11:02:51       Page:   1 of   2
KANSAS,THOMAS T
  PID: 521-33-9521                          Ht(cm): 177.80 (02/08/1999)
  DOB: OCT 30,1970 (30)                     Wt(kg): 90.45 (02/08/1999)


Rx #: 503904   Original Fill Released: 5/25/01
Routing: Window     Finished by: BISMARK,ANDREW


Refill Log:
# Log Date    Refill Date  Qty           Routing  Lot #       Pharmacist
======================================================================
There are NO Refills For this  Prescription


Partial Fills:
#   Log Date   Date     Qty           Routing    Lot #        Pharmacist
======================================================================
There are NO Partials for this Prescription


Activity Log:
#   Date        Reason        Rx Ref        Initiator Of Activity
======================================================================
1   05/25/01                  ORIGINAL
Comments: Patient Instructions Not Sent By Provider.
2   05/25/01   PROCESSED     ORIGINAL      BISMARK,ANDREW
Comments: Label never queued to print by User


Label Log:
#   Date        Rx Ref                    Printed By
======================================================================
There are NO Labels printed.


Copay Activity Log:
#   Date        Reason        Rx Ref        Initiator Of Activity
======================================================================
There's NO Copay activity to report

              [This shows an extended view of what displays on the  screen.]

        Enter ?? for more actions

Select Action:Quit// <Enter>
```

    If this were a CMOP prescription the prompt will display as follows:

```
Select Activity Log by number
1.  Refill        2.  Partial    3.  Activity
4.  Label         5.  Copay      6.  CMOP Events  7.  All Logs:  (1-7): 7// 6
```

The Activity Logs will appear the same as the OP logs with the exception of the addition of a CMOP Event Log. An example of what the CMOP Event Log will look like follows.

```
Rx Activity Log              Jul 06, 1996 09:54:24          Page:    2 of    2
ILLINOIS,ANNE
  PID: 123-14-1960                              Ht(cm):  188.40  (12/02/00)
  DOB: DEC 14,1960 (34)                         Wt(kg):  109.10  (12/02/00)

CMOP Event Log:
Date/Time               Rx Ref     TRN-Order      Stat          Comments
===============================================================================
09/17/00@1526           Ref 1      267-4          DISP    NDC: 1234TEST5678

CMOP Lot#/Expiration Date Log:
Rx Ref                  Lot #                Expiration Date
===============================================================================
Ref 1                   1234TST                 07/07/00

           Enter ?? for more actions

Select Action:Quit// <Enter>
```

36.1.2.   Discontinue Prescription(s)
[PSO C]

The discontinue function is used either to discontinue a prescription without deleting its record from the files, or reinstate a prescription discontinued by pharmacy.

36.1.3.   Edit Prescriptions
[PSO EXEDIT]

This option allows changes to be made to entered orders. Newly entered orders can be edited before release by typing in the corresponding field number. Previously entered orders can be edited by entering the prescription number, then specifying the field to be edited. An asterisk or star (*) is shown in front of each field that will create a new order if it is changed. (See "Patient Prescription Processing-Editing an Order" for an example.)

36.1.4.   List One Patient's Archived Rx's
[PSO ARCHIVE LIST RX'S]

This option shows the basic patient demographics and the prescription numbers and dates of archiving for archived prescriptions for this patient.

36.1.5.   View Prescriptions
[PSO VIEW]

The most complete information available for a specific prescription can be viewed with this option. All copay logs are displayed. The activity log and the copay activity log list the date, reason, prescription reference (Rx Ref), the initiator of the activity, and comments. The label log lists the date, prescription (Rx Ref), the person who printed it, and comments. Prescriptions with a deleted status cannot be viewed.

41.1.3. Batch Print Questionnaires
[PSOD BATCH PRINT QUESTIONNAIRE]

To print a blank form of a selected questionnaire, enter the number of copies and a printer device. These questionnaire answer sheets can be distributed to providers to complete when ordering medications being evaluated.

42. Medication Profile
[PSO P]

The report displays a profile of all prescriptions on file for a particular patient. This information may be viewed directly on the screen or the user can request it to be printed.

The medication profile is available in two formats. The short format contains the following fields: patient name, address, SSN, DOB, eligibility, narrative, reactions, prescriptions, prescription number, drug name, Sig, status, quantity, issue date, last fill date, and refills remaining. The long format contains all information contained on the short format and the following additional fields: physician's name, clerk code, fill date, total allowable refills, dates of refills, and partial fills, whether the prescription was filled at the pharmacy window or by mail, and which division filled it.

The short format displays the status in an abbreviated form. The following is an explanation of the codes: A (Active), DC (Discontinued), E (Expired), H (Hold), N (Non Verified), P (Pending due to drug interactions), and S (Suspended). A "$" next to the prescription number indicates that the prescription is copay eligible.

If the prescription has been returned to stock, the letter (R) will appear next to the last fill date.

43. Processing a Prescription

Patient Prescription Processing
[PSO LM BACKDOOR ORDERS]

This option is used to process outpatient medication orders entered through OERR V. 3.0.

This option is used to process outpatient medication orders from OERR V. 3.0. The *Patient Prescription Processing* option is also found on the Outpatient Pharmacy Manager's menu and the Pharmacist's menu under the *Rx (Prescriptions)* option. This option uses List Manager features that allow the pharmacy technician to perform the following actions on a prescription without leaving this option.

• Enter a new Rx	• Release
• Refill	• Order a partial
• Copy (new)	• Pull early from suspense
• Renew	• Show a profile
• Reprint	• View activity log (new)

If the verification site parameter is turned on, prescriptions entered by the technician will be non-verified and must be verified by the pharmacist. If the verification site parameter is turned off the label is queued to print as though the pharmacist has entered it unless the prescription causes a critical drug interaction. In which case, the prescription will be non-verified and must be verified by the pharmacist.

Actions are displayed in the action area of the screen. Actions with a parenthesis ( ) around them are invalid actions for that order. A double question mark (??) displays all the actions available, including the Outpatient Pharmacy hidden actions described in the section "Using List Manager". If one of the hidden actions is selected and it is invalid, a message will display in the message window. Outpatient Pharmacy hidden actions are displayed with the letters OP next to the action.

Example 1: Entering a New Order

If a double question mark (??) is entered at the "Select Action" prompt, the following hidden actions will display in the action area. Actions that apply only to outpatient orders are followed by (OP).

```
The following actions are also available:
RP   Reprint (OP)         OTH  Other OP Actions     LS   Last Screen
RN   Renew (OP)           RD   Re Display Screen    FS   First Screen
DC   Discontinue (OP)     PL   Print List           GO   Go to Page
RL   Release (OP)         PS   Print Screen         +    Next Screen
RF   Refill (OP)          >    Shift View to Right  -    Previous Screen
PP   Pull Rx (OP)         <    Shift View to Left   ADPL Auto Display (On/Off)
IP   Inpat. Profile (OP)  SL   Search List          UP   Up a Line
DN   Down a Line          QU   Quit
```

First, a patient is selected.

```
Select Pharmacy Technician's Menu Option: PATient Prescription Processing
Select PATIENT NAME: KANSAS,THOMAS T        10-30-70     521339521     YES     SC
VETERAN
```

[Patient Information Screen skipped]

Although "Quit" is the default at the "Select Action" prompt shown on the Patient Information screen, <**Enter**> at this prompt quits the screen and displays the Medication Profile.

```
Medication Profile          Jun 12, 2001 14:12:21        Page:    1 of    1
KANSAS,THOMAS T
  PID: 521-33-9521                            Ht(cm): 177.80 (02/08/1999)
  DOB: OCT 30,1970 (30)                       Wt(kg): 90.45 (02/08/1999)


                                                 ISSUE  LAST REF DAY
 #  RX #           DRUG                     QTY ST  DATE   FILL REM SUP


----------------------------------ACTIVE----------------------------------
 1 503904$        AMPICILLIN 250MG CAP            80 E   05-25 05-25   0  10
 2 503886$        DIGOXIN (LANOXIN) 0.2MG CAP     60 A>  05-07 05-07   5  30
-------------------------------DISCONTINUED-------------------------------
 3 503902         ACETAMINOPHEN 500MG TAB         60 DC>05-22 05-22    3  30




          Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                  SO  Select Order
Select Action: Quit// NO    New Order
```

Typing in the letters "NO" at the "Select Action" prompt creates a new order.

(The screen display has been shortened to fit on the page.)

```
Select Action: Quit// NO    New Order


Medication Profile             May 22, 2001 10:44:56         Page:   1 of   1
 (Patient information is displayed here.)
:
:
          Enter ?? for more actions
PU  Patient Record Update                 NO  New Order
PI  Patient Information                    SO  Select Order
Select Action: Quit// no    New Order
PATIENT STATUS: SERVICE CONNECTED//   <Enter>
DRUG: ampicillin
    1    AMPICILLIN  500MG INJ            AM052     N/F       NATL FORM (IEN)
    2    AMPICILLIN 250MG CAP             AM052     N/F       NATL N/F  (IEN)
    3    AMPICILLIN 250MG/5ML SUSPENSION 100ML  AM052     N/F     NATL N/F (IEN)
    4    AMPICILLIN SOD. 1GM INJ            AM052            NATL FORM (IEN)
CHOOSE 1-4:  AMPICILLIN 250MG CAP            AM052     N/F       NATL N/F  (IEN)


Now doing order checks.  Please wait...
```

The software checks the medication selected for any interactions or allergies noted in the patient's record. Prior to the POE project, the next prompt was a free text Sig field. After POE is installed, the next prompts shown will be the new fields used to build a Sig.

The list of available possible dosages shown after order checks is linked to the drug ordered. One of the dosages listed may be chosen or a different, free text dosage may be entered. Confirmation of the dosage is required and the value entered is displayed again to allow the user to confirm that it is correct.

```
Available Dosage(s)
       1. 250MG
       2. 500MG
       3. 1000MG

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 3 500MG

You entered 500MG is this correct? Yes// <Enter> YES
```

For numeric dosages, the Dispense Units Per Dose value is calculated based on the strength of the dosage ordered divided by the strength of the medication ordered.   The 500 mg dosage ordered will require two 250 mg capsules. The Dosage Ordered is re-displayed after the Dispense Units to allow the entry to be double-checked.

```
DISPENSE UNITS PER DOSE(CAPSULES): 2// <Enter> 2
Dosage Ordered: 500MG
```

If a Route has not been associated with the Dispense Drug, the default Route of PO or Oral will be displayed. A different Route can be entered at this point if needed. If the abbreviation entered is in the stored list of possible routes, the entry will be expanded in the Sig.

```
ROUTE: PO// <Enter>    ORAL     PO  MOUTH
```

A default schedule associated with the drug ordered is displayed. The default can be accepted or a different free text schedule can be entered. Free text entries cannot contain more than two spaces or be more than twenty characters long. Entries will be compared against a list of common abbreviations and expanded if the entry matches. Any entry not found in the list of common abbreviations will be displayed in the Sig as entered.

```
Schedule: QID//  (FOUR TIMES A DAY)
```

The LIMITED DURATION field is used only when a medication should be taken for a limited period of time. Days are assumed for numeric entries. Follow the number with an "H" to specify hours or an "M" to specify minutes.

NOTE: Do not use this field for Days Supply.

```
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10 (DAYS)
```

The CONJUCTION field is used to join dosing sequences in complex orders. Entries are limited to AND, THEN, or EXCEPT. AND is used for concurrent doses, such as "Take 1 tablet every morning AND take 2 tablets at bedtime." THEN is used for consecutive doses, such as "Take 2 tablets daily for one week THEN take 1 tablet for five days." EXCEPT is used to describe any dosing sequence that is not routine, such as "Take 1 tablet every day EXCEPT take no tablets Wednesday." See Appendix B for examples.

```
CONJUNCTION: <Enter>
```

Any entry in the PATIENT INSTRUCTIONS field will first be checked to see if it contains any abbreviations that can be expanded. The entry will be added to the end of the Sig, after the dosing information, and the entire Sig will be displayed.

```
PATIENT INSTRUCTIONS: with food          with food

(TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD)
```

A default value for Days Supply based on patient status is displayed. A default quantity is calculated when possible. See Appendix B for more information on this calculation.

```
DAYS SUPPLY:  (1-90): 30// 10
QTY ( CAP ) : 80// <Enter> 80
```

The remaining prompts have not changed.

```
COPIES: 1// <Enter> 1
# OF REFILLS:  (0-11): 11// 0
PROVIDER:    BISMARK,ANDREW
CLINIC:    OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW// <Enter>  WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter>   (MAY 30, 2001)
FILL DATE:  (5/30/2001 - 6/9/2001): TODAY//  <Enter>  (MAY 30, 2001)
Nature of Order: WRITTEN// ??

                                Require       Print       Print on
  Nature of Order Activity    E.Signature   Chart Copy   Summary
  ------------------------    -----------   ----------   --------
  WRITTEN                                                   x
  VERBAL                          x             x           x
  TELEPHONED                      x             x           x
  SERVICE CORRECTION
  POLICY                                        x           x
  DUPLICATE


Nature of Order: WRITTEN//  <Enter> W
WAS THE PATIENT COUNSELED: NO// y  YES
WAS COUNSELING UNDERSTOOD: NO// y  YES
```

An option to add a progress note has been added. If "Yes" is entered at this prompt, the progress note entry will begin after the order information has been displayed and confirmed. The order is redisplayed, along with information on any service-connected disabilities on record.

```
Do you want to enter a Progress Note? No// <Enter>


Rx # 503906            05/30/01
NEBRASKA,NICK                  #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD

AMPICILLIN 250MG CAP
BISMARK,ANDREW           BISMARK,ANDREW
# of Refills: 11

    SC Percent: 40%
   Disabilities: NONE STATED

Is this Rx for a SERVICE CONNECTED condition? No
```

To determine if the order should be charged copay, eligible copay exemptions for the order are displayed one at a time. The user is asked if it the first applies to the order. In this example, the user is first asked if the order is being prescribed for any of the service-connected conditions displayed. If yes had been entered at this prompt, the fill would have been set for No Copay and no other exemption questions would have been asked. In this example, the patient has reported exposure to herbicides during Vietnam-era service.

```
Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) Exposure? No

Is this correct? YES//  <Enter>

Another New Order for NEBRASKA,NICK? YES//
```

Medications with non-numeric dosages, such as ointments and creams, will display non-numeric possible default dosages. Because the dosage is non-numeric, values for dispense units per dose and quantity cannot be calculated.

```
DRUG:    HYDROCORTISONE 0.5% CREAM          DE200      VISN FORM; 30 GM/TUBE (IEN)
         ...OK? Yes//    (Yes)
Now doing order checks.  Please wait...

Available Dosage(s)
       1. SMALL AMOUNT
       2. MODERATE AMOUNT
       3. LIBERALLY
       4. LARGE AMOUNT

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 2 MODERATE AMOUNT

You entered MODERATE AMOUNT is this correct? Yes// <Enter> YES
ROUTE: TOPICAL// TOPICAL
```

A default quantity cannot be calculated for complex orders containing the conjunction "Except."

Example 2: Using the Copy Action

If a double question mark (??) is entered at the "Select Action" prompt, the hidden actions on the following page will display in the action area.

```
The following actions are also available:
AL    Activity Logs (OP)   OTH  Other OP Actions     GO   Go to Page
VF    Verify (OP)          DIN  Drug Restr/Guide (OP)LS   Last Screen
CO    Copy (OP)            +    Next Screen          PS   Print Screen
RP    Reprint (OP)         -    Previous Screen      PT   Print List
HD    Hold (OP)            <    Shift View to Left    QU   Quit
UH    Unhold (OP)          >    Shift View to Right   RD   Re Display Screen
PI    Patient Information  ADPL Auto Display(On/Off) SL   Search List
PP    Pull Rx (OP)         DN   Down a Line          UP   Up a Line
IP    Inpat. Profile (OP)  FS   First Screen
```

Copy is a hidden action that is new to Outpatient Pharmacy. Use this action to make a duplicate order. Any field of the newly created order can be edited. The original order will remain active, but the duplicate order check will be processed before the new order can be accepted.

```
Medication Profile          Jun 12, 2001 14:39:11        Page:    1 of    1
KANSAS,THOMAS T
  PID: 521-33-9521                          Ht(cm): 177.80 (02/08/1999)
  DOB: OCT 30,1970 (30)                     Wt(kg): 90.45 (02/08/1999)


                                             ISSUE  LAST REF DAY
 #  RX #          DRUG                    QTY ST   DATE  FILL REM SUP

-----------------------------------ACTIVE-----------------------------------
 1 503904$       AMPICILLIN 250MG CAP         80 E   05-25 05-25   0  10
 2 503886$       DIGOXIN (LANOXIN) 0.2MG CAP  60 A>  05-07 05-07   5  30
 3 503916        NADOLOL 40MG TAB             60 A>  06-12 06-12  11  30
--------------------------------DISCONTINUED--------------------------------
 4 503902        ACETAMINOPHEN 500MG TAB      60 DC>05-22 05-22   3  30




        Enter ?? for more actions
PU  Patient Record Update              NO   New Order
PI  Patient Information                SO   Select Order
Select Action: Quit// SO    Select Order
Select Orders by number:  (1-4):3
```

The Order Number can be entered at the "Select Action" prompt instead of "SO".

If an order was entered before patch PSO*7*46 update, the user will be prompted to fill in any missing dosing information needed as illustrated. In this example

```
Edit renewed Rx ? Y// NO

Dosing Instruction Missing!!

Drug: CALCIUM CARBONATE 650MG TAB
TAKE 1 TABLET(S) BY MOUTH THREE TIMES A DAY

FILLED: 04-02-01
ROUTING: WINDOW    PHYS: TRENTON,PATRICIA

Edit renewed Rx ? Y// <Enter> ES
Available Dosage(s)           Apr 02, 2001@10:49:06
      1. 650MG
      2. 1300MG
Select from list of Available Dosages or Enter Free Text Dose: 1 650MG

You entered 650MG is this correct? Yes// <Enter>  YES
DISPENSE UNITS PER DOSE(TAB): 1// <Enter> 1
Dosage Ordered: 650MG
ROUTE: PO// <Enter>  ORAL      PO   MOUTH
Schedule: TID (THREE TIMES A DAY)
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): <Enter>
CONJUNCTION: <Enter>
PATIENT INSTRUCTIONS: <Enter>

(TAKE ONE TAB BY MOUTH THREE TIMES A DAY)


1460971A    CALCIUM CARBONATE 650MG TAB       QTY: 100
# OF REFILLS: 10  ISSUED: 04-02-01
SIG: TAKE ONE TAB BY MOUTH THREE TIMES A DAY
```

44. Pull Early from Suspense

[PSO PNDRX]

This option is used to pull from the suspense file a specific prescription or all prescriptions for a patient early. If a prescription is pulled early using this option, it will not be associated with any printed batch. A label cannot be reprinted with the *Reprint Batches from Suspense* option if the prescription has been pulled early from suspense. Method of Pickup can be edited. The "DELETE FROM SUSPENSE" prompt has been changed to "Pull Rx(s) and Delete from Suspense". This prompt requires a Yes answer to pull the prescriptions, and they will always be deleted from suspense. Since prescriptions that are pulled early from suspense do not belong to any printed batch and cannot be reprinted from suspense, there is no reason to leave them in suspense.

45. Release Medication
[PSO RELEASE]

The *Release Medication* option is used at the time the prescription is filled and ready to be given to the patient. Inventory is decreased, certain fields in the file are updated, and a copay is generated if the action is applicable to the prescription. With this option, prescriptions can be batch processed. Communication is made with the Integrated Funds Control, Accounting and Procurement (IFCAP) and Integrated Billing (IB) software to generate copay charges. IFCAP and IB software handle patient billing, tracking of charges, and payment received.

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription. The actions that may result at the time a fill is released are described below.

1. **No action is taken.** No changes to the criteria that determine copay status of a prescription have occurred.

2. **The copay status of the prescription is automatically reset and an entry is placed in the copay activity log.**
   Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay.

3. **The copay status of the prescription is automatically reset, an entry is placed in the copay activity log, and a MailMan message is generated detailing missing information required for user follow up.**
   Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay. The patient has been documented as being exposed to environmental contaminants during Persian Gulf War service since the last fill. A MailMan message will be generated informing the user that the 'Is this Rx for treatment of environmental contaminant exposure during the Persian Gulf War?' question must be addressed and documented using the *Reset Copay Status/Cancel Charges* option.

4. **A MailMan message is generated detailing missing information required for user follow-up.**
   Example: A veteran is documented as having Agent Orange exposure. Refill #2 for a prescription entered into the system before the new medication copay exemptions took effect on January 1, 2002 is released. The prescription is copay eligible. A MailMan message will be generated informing recipients that the 'Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) exposure?' question must be addressed. The copay status of the Rx may change based on the response entered using the *Reset Copay Status/Cancel Charges* option.

If a MailMan message is generated at the time a prescription fill is released, the recipients of the message will be the provider of record, the pharmacy user who finished the order, and holders of the PSO COPAY key. The message lists the patient name, prescription number, and medication ordered, current copay status, and applicable copay exemption questions that need addressing to determine the prescription's copay status. The *Reset Copay Status/Cancel Charges* option must be used to enter the responses to the medication copay exemption questions listed in the MailMan message. If responses are not entered for the applicable medication copay exemption questions, any subsequent refills when released for this prescription and possibly other prescriptions for this patient will continue to generate the same MailMan message.

Example of MailMan Message

```
Subj: RX COPAY STATUS REVIEW NEEDED  [#4271073] 28 Sep 01 08:37  17 lines
From: OUTPATIENT PHARMACY PACKAGE  In 'IN' basket.   Page 1  *New*
--------------------------------------------------------------------------
 LRJLT,IHKUL BLN  (1963P)     CHEYENNE VAM&ROC
537455 (3)    COPAY
ABSORBASE TOP OINT

Due to a change in copay criteria, additional information listed below is
needed to determine the final copay status for this Rx so that appropriate
action can be taken by pharmacy personnel.

Is this Rx for a Service Connected Condition?

This message has been sent to the provider of record, the pharmacist who
finished the prescription order, and all holders of the PSO COPAY key.

Please use the Reset Copay Status/Cancel Charges option to enter the responses
to the questions above, which may result in a Rx copay status change and/or
the need to remove copay charges.

Enter message action (in IN basket): Ignore//
```

An annual copayment cap is applied to patients in specific priority enrollment groups. Once a patient reaches the annual copayment cap, no further medication copay charges will be billed for the calendar year. An entry to that effect is made to the Copay Activity Log. The '$' indicator remains next to the prescription number to indicate that the prescription is still copay eligible. Integrated Billing software keeps track of all prescription fills not billed due to the annual cap.

Example of Copay Activity Log When Annual Cap Reached

```
Copay Activity Log:
#   Date         Reason                Rx Ref          Initiator Of Activity
========================================================================
1   10/23/01     ANNUAL CAP REACHED    ORIGINAL        HARRISBURG,HENRY
Comment:  NO BILLING FOR THIS FILL
```

If for whatever reason (e.g. prescription fill is returned to stock and copay charges cancelled), a patient falls below the annual copayment cap, the Integrated Billing package can initiate copay charges to bring the patient back up to the annual copayment cap. Integrated billing software will go back and bill a copay charge for those fills previously not charged due to the annual cap, bringing the patient's total copayment up to the cap. Whenever this occurs an entry will be placed in the copay activity log.

Example of Copay Activity Log With IB-Initiated Charge

```
Copay Activity Log:
#   Date         Reason               Rx Ref        Initiator Of Activity
========================================================================
1   10/23/01     ANNUAL CAP REACHED   ORIGINAL      HARRISBURG,HENRY
Comment:  NO BILLING FOR THIS FILL
2   10/23/01     IB-INITIATED COPAY   ORIGINAL      HARRISBURG,HENRY
Comment: PARTIAL CHARGE
```

If a prescription is in a releasable status, the user will be given an error message, such as:
* Prescription has a status of (status) and is not eligible for release.
* Prescription was deleted.
* Improper barcode format.
* Non-existent prescription.

Copay is not charged for a partial fill.

Important
This is a mandatory function that must be used by the pharmacy.

---

46. Update Patient Record

[PSO PAT]

Use this option to update the current patient information in the computer.

Appendix B

Calculating Default Quantity (QTY) values

To calculate a default Quantity value for a prescription, the prescription must have certain attributes:

1. Every dosage of the order must be a Possible Dosage with a valid (numeric) Dispense Units Per Dose.
2. Every dosing sequence of the order must have a Schedule from which to derive a frequency. A frequency can be associated with the Schedule from either the ADMINISTRATION SCHEDULE file or the MEDICATION INSTRUCTION file.
3. A Days Supply value must exist for the order.

If any of the above attributes is missing, a default Quantity cannot be calculated and a value will have to be entered.

To derive a frequency, the software looks first at the Schedule as a whole, including any spaces entered. If the Schedule entry is found in the ADMINISTRATION SCHEDULE file, then the associated frequency, if found, is the frequency used. If this does not happen, then the software searches for a match to the entry in the MEDICATION INSTRUCTION file with an associated frequency. If the Schedule entry does not match as a whole in either file, then the software breaks the Schedule entry into individual words. Each word found in the Schedule goes through the same process just described to determine a frequency. If at the end of this process, only one frequency is found, it is used for the order. If more than one frequency is found, even if they are all the same, then no frequency is applied and a default Quantity cannot be calculated. For example, Schedules of QAM AND NOON and QAM OR NOON could have frequencies of 1440 for QAM and 1440 for NOON. But because of the AND/OR differences in the Schedule the frequency should be different. Since the Schedule is a text entry, the software cannot determine with complete accuracy the intent when multiple frequencies are found.

Orders are classified into four different types when calculating default Quantity values.

1. Simple Dosage Order
2. Complex Dosage Order with all Conjunctions of "AND"
3. Complex Dosage Order with all Conjunctions of "THEN"
4. Complex Dosage Order with Conjunctions of "AND" and "THEN"

A default Quantity will not be calculated for complex orders containing the conjunction EXCEPT. Users must calculate and enter a Quantity for these orders. Users must also review the default value displayed for Days Supply and edit if needed.

The software converts all time values (Days Supply, Frequency, Duration) into minutes and divides the Days Supply or Duration by the Frequency. This value is multiplied by the Dispense Units Per Dose to get the default Quantity value.

NOTE: Some of the Sigs used in the following examples do not make sense for a prescription but are used to illustrate how QTY defaults are calculated. All examples are in days or hours, but the calculations will also work for minutes. When a default QTY ends in a decimal, it is rounded up to the next whole number.

1. Examples of Default Quantity Calculation, Simple Dosage Order

If there is a Duration entered and it is not equal to the Days Supply, then the software will use whichever value is lower in calculating the default Quantity.

a. Simple Order, no Duration given

In this example, the Dispense Units Per Dose is 2 and the Schedule of Q12H (Every 12 hours) has an associated frequency of 720 minutes (12 hours x 60 minutes/hour). Because there is no Duration given, the Days Supply of 30 will be used in the calculation. The software converts the Days Supply into minutes (by multiplying 30 x 1440, the number of minutes in a day) and then divides the Days Supply minutes by the minutes of frequency (43,200/720) to arrive at 60. The software then multiplies that result by the Dispense Units Per Dose (60 x 2) to get a default Quantity value of 120.

```
(TAKE TWO TABLETS BY MOUTH EVERY 12 HOURS)
DAYS SUPPLY: (1-90): 30// <Enter>
QTY (TAB): 120//
```

b. Simple Order, Duration less than Days Supply

In this example, the Duration of 36 hours is used to calculate the QTY of 9 since it is less than the 2 Days Supply (48 hours).

```
(TAKE ONE TABLET BY MOUTH EVERY 4 HOURS FOR 36 HOURS)
DAYS SUPPLY: (1-90): 30// 2
QTY (TAB): 9//
```

c. Simple Order, Days Supply less than Duration

In this example, the QTY of 40 is calculated using the 10 Days Supply because it is less than the 20 days Duration.

```
(TAKE TWO TABLETS BY MOUTH EVERY 12 HOURS FOR 20 DAYS)
DAYS SUPPLY: (1-90): 30// 10
QTY (TAB): 40//
```

d. Simple Order, Days Supply equals Duration

In this example, the Duration is the same as the Days Supply, so the QTY of 40 is calculated based on 20 days.

```
(TAKE TWO TABLETS BY MOUTH EVERY NIGHT FOR 20 DAYS)
DAYS SUPPLY: (1-90): 30// 20
QTY (TAB): 40//
```

5. Example of No Default Quantity Calculation – Complex Order including "EXCEPT"

A default Quantity cannot be calculated for any complex order that includes a dosing sequence using "Except." The user must calculate and enter the Qty. In this first example, a complex order is entered for 5mg warfarin every day for 14 days followed by 7 days of taking 2.5 mg each day. Days Supply has to be adjusted since the order is for only 21 days.

```
  (TAKE TWO TABLETS BY MOUTH EVERY DAY FOR 14 DAYS, THEN TAKE ONE TABLET
EVERY DAY FOR 7 DAYS)


DAYS SUPPLY:  (1-90): 30// 21
QTY ( TAB ) TAB (GREEN): 35//   << Auto Calculation: 2 Tabs * 14 Days + 1 Tab *7 days = 35
```

Starting with the same order, an exception to the second round of dosing is added that does not change the number of days but does change the total number of tablets needed.

```
CONJUNCTION: e  EXCEPT   << Will also accept "X" or "EX"
VERB: TAKE
Available Dosage(s)
      1. 2.5MG
      2. 5MG

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 5 5MG
You entered 5MG is this correct? Yes// <Enter>  YES
VERB: TAKE
DISPENSE UNITS PER DOSE(TABLETS): 2//<Enter> 2
Dosage Ordered: 5MG
NOUN: TABLETS
Schedule: 1300// q su (EVERY SU)
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): <Enter>
CONJUNCTION: <Enter>
PATIENT INSTRUCTIONS: <Enter>

(TAKE TWO TABLETS BY MOUTH EVERY DAY FOR 14 DAYS, THEN TAKE ONE TABLET
EVERY DAY FOR 7 DAYS, EXCEPT TAKE TWO TABLETS EVERY SU)

DAYS SUPPLY:  (1-90): 30// 21
QTY ( TAB ) TAB (GREEN):
QTY ( TAB ) TAB (GREEN): 36    << Manual calculation by user: 2*14 days +1*6 days +2 for Sun
```

(Page added for two-sided copying)